



Australian Government

SITTTSL003 Provide advice on international destinations

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to source and provide customer information and advice relating to international destinations and their features. It requires the ability to identify appropriate information sources and research destinations in order to develop and update a general destination knowledge base.

Specific and detailed product knowledge is covered in SITTTSL002 Access and interpret product information.

International destinations and their features can include any sold by any travel or tourism organisation. Travel and tourism operators, such as travel agents and tour wholesalers, can specialise in one international destination or cover multiple destinations.

The breadth and depth of destination knowledge required will vary according to the industry sector, workplace and job role. This unit is not about having an in-depth knowledge of every destination but focuses on the ability to collect and interpret destination information.

The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, wholesale operations consultants, account managers for professional conference organisers, event coordinators, tour managers, and reservations sales agents.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.	demonstrate achievement of the element.
1. Develop knowledge of international destinations.	1.1. Identify and access information sources that provide current and accurate information on international destinations. 1.2. Identify and obtain information on functional or operational features of the international destination that meet different customer needs. 1.3. Obtain key information on social, cultural and geographical features and current health and safety features of the international destination. 1.4. Record and store destination information for future use.
2. Update knowledge of international destinations.	2.1. Use formal and informal research to update destination knowledge. 2.2. Seek feedback from colleagues and customers on their experience with international destinations. 2.3. Share updated information with colleagues.
3. Provide information and advice on specific international destinations.	3.1. Identify the specific information and advice needs of the customer. 3.2. Promptly provide current and accurate destination information and advice. 3.3. Provide an appropriate scope and depth of information to meet customer needs. 3.4. Present information and advice in a clear format and style. 3.5. Refer customers to current sources of health, safety and regulatory information.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	- interpret information on destinations as well as sometimes complex information about specific health, safety and regulatory issues for international destinations - research, interpret and sort relevant information.
Writing skills to:	prepare basic summaries of information.
Oral communication skills to:	listen to and note specific customer needs, providing a verbal summary of information in response.

- Learning skills to:
- locate key information relevant to work requirements.
- Technology skills to:
- use a computer and keyboard
 - manipulate features of online information systems to search for information.

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>