



Australian Government

SITTTSL009 Process travel-related documentation

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to process a range of travel and tourism documentation. It requires the ability to identify and interpret all documentation requirements and to prepare and despatch documents within designated deadlines.

The product can include any international or domestic product sold by any tourism, travel, hospitality, or event organisation. This unit applies to all organisations where travel and tourism documents, including air tickets, are issued to customers, suppliers and sometimes to tour delivery staff.

The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, tour desk officers, and operations coordinators. Some larger organisations support a documentation department staffed by entry-level documentation officers who may require more supervision.

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

Elements describe the essential outcomes.

1. Interpret information required

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1. Identify deadline for preparing and issuing

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| for processing documentation. | documents. |
| | 1.2. Interpret existing reservation data to identify all customer details. |
| | 1.3. Identify and interpret details of specific products and services confirmed to customer and check prices quoted. |
| | 1.4. Identify confirmed bookings held for customers and check costs quoted by product and service suppliers. |
| | 1.5. Identify sources of general information required to issue necessary documents. |
| | 1.6. Check payment status of customer files and take appropriate action. |
| | 1.7. Check for and report any discrepancies in costs and take required action. |
| | 1.8. Identify operational documents required by personnel involved in delivering the product. |
| 2. Process documentation. | 2.1. Prepare accurate documentation within designated timeframes. |
| | 2.2. Record required details on documentation with accuracy and according to applicable product conditions. |
| | 2.3. Calculate supplier costs and record in supplier documents. |
| | 2.4. Action supplier payments within designated deadline. |
| | 2.5. Check all documentation for accuracy prior to issue and amend as necessary. |
| | 2.6. Process, file and despatch copies of documents according to organisation and supplier requirements. |
| 3. Finalise processing of documentation. | 3.1. Issue documents and reissue as required. |
| | 3.2. Process required refunds or additional payments according to product conditions. |
| | 3.3. Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste. |

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
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- Reading skills to:
- interpret customer reservation and operational data, and complex itineraries and product information.
- Writing skills to:
- record accurate and clearly expressed travel-related documents.
- Oral communication skills to:
- discuss customer data and cost discrepancies with colleagues or supervisors.
- Numeracy skills to:
- calculate costs quoted to the customer
 - use the 24-hour clock in a written context and then translate it to the 12-hour clock for customer use
 - issue documents with correct monetary value.
- Planning and organising skills to:
- prepare and issue documents in correct customer file sequence according to the earliest service dates for customers.
- Technology skills to:
- use calculators, computers, software programs and printers when preparing documents.

Unit Mapping Information

SITTTSL307 Process travel-related documentation

Links

Companion Volume implementation guides are found in VETNet -

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