



Australian Government

SITTTVL001 Access and interpret product information

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to access product information about travel products to fulfil sales or operational needs. It requires the ability to identify sources of information and to interpret specific details of the products.

The product can include international or domestic products sold by any travel organisation. The breadth and depth of product knowledge and its application will vary according to the industry sector, workplace and job role. This unit is not about having an in-depth knowledge of products, but focuses on the ability to source and interpret information.

The unit mainly applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. It does, however, describe a fundamental operational function and those individuals who work with very little independence under close supervision would also use this skill.

This includes travel consultants, inbound tour coordinators, reservations sales agents and owner-operators of small travel organisations.

The skills in this unit of competency must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Travel

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

- | | |
|-----------------------------------|--|
| 1. Access product information. | 1.1. Identify sales or operational need for product information.
1.2. Select suitable method to access sources of product information according to commercial agreements and specific needs.
1.3. Source specific product information to meet sales or operational need. |
| 2. Interpret product information. | 2.1. Read and interpret general and specific details about the product and confirm information meets sales or operational need.
2.2. Interpret jargon or specifications in product information and apply accurately to sales or operational activity.
2.3. Identify and assess customer, sales or operational risks that relate to the product.
2.4. Record and store information for future use. |
| 3. Update product knowledge. | 3.1. Obtain information to update own knowledge of product features on an ongoing basis.
3.2. Source and access information on current and emerging customer technologies.
3.3. Share new or updated product information with colleagues. |

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:	research, sort and interpret diverse product information.
Writing skills to:	prepare notes and basic summaries of information.
Oral communication skills to:	- discuss products with colleagues - question suppliers about product details.
Numeracy skills to:	- interpret product rates and tariffs and their application to different customers and seasons - use the 24-hour clock in both oral and written contexts.
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

Supersedes and is equivalent to SITTTSL002 Access and interpret product information.

Links

Companion Volume implementation guides are found in VETNet -

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