



Australian Government

SITTTVL002 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.

International destinations and their features can include any sold by a travel organisation. Travel 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, tour managers, and reservations sales agents.

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. 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 to gain first-hand information.
 - 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. 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.
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

Supersedes and is equivalent to SITTTSL003 Provide advice on international destinations.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SITTTVL002 Provide advice on international destinations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide tailored information to meet the requests of at least three different customers of different customer types or demographics
- for each of the above customers, provide current, relevant and accurate information on at least five different features of two different international tourism destinations
- obtain above information by accessing at least three different information sources from the following:
 - computerised reservations systems (CRS)
 - global distribution systems (GDS)
 - international government tourism authority information systems
 - internet
 - organisation-designed information systems
 - principal or supplier information
- complete above activities within commercial time constraints and deadlines determined by the customer or organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- formal and informal research methods:
 - accessing and reading promotional information
 - accessing the internet
 - attending professional development activities
 - contact with other organisations
 - formal study
 - informal discussions with colleagues and customers
 - media
- sources of information on regions and destinations and types of product offered
- sources of information on current health and safety issues for international destinations:
 - government issued travel warning advice for Australian travellers

- health advisory notices and vaccination information issued by local and international bodies
- safety advisory information issued by police authorities and emergency service authorities
- sources of information on regulatory issues for international destinations:
 - passport and visa requirements
 - travel restrictions for destinations
- international destinations including coverage of all seven continents, and the major regions and destinations therein
- features of international destinations:
 - areas of environmental, social or cultural significance or sensitivity
 - currency information
 - facilities for customers with special needs
 - local customs
 - local economy
 - local facilities
 - major gateways for and transport networks within the region and destination
 - airports
 - cruise ports
 - tourist attractions
 - unique regional features
- sources of information for specific information relating to international travel destinations:
 - key information on geographical features of the destination
 - key information on cultural and related features of the destination
 - key information on socioeconomic features of the destination
- formats and inclusions used to present information to customers, and styles that cater for those with special needs
- different procedures for storing destination information.

Assessment Conditions

Skills must be demonstrated in a safe environment, incorporating the use of industry-realistic simulations and scenarios where required.

Assessment must ensure access to:

- computers, printers and information programs currently used by the travel industry to store destination information
- current destination and general product information
- internet
- generic computer software and applications:
 - computer operating systems
 - databases

- customers with whom the individual can interact. These can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors and have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

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