



Australian Government

Assessment Requirements for SITTTVL006

Book tourism products and process documentation

Release: 1

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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:

- process five bookings for different products or services listed in the knowledge evidence from initial request to finalisation of the bookings, including at least one for:
 - a single product or service
 - a combination of at least four products or services making up one complete package or itinerary
- service requests and provide confirmations efficiently for each of the above bookings
- issue the following paper-based or electronically transmitted customer documents tailored to each of the above bookings:
 - confirmation documentation
 - credit confirmation
 - information pack
 - invoice
 - receipt
 - service voucher
- maintain accurate records of above bookings and confirmations, including:
 - customer names and contact details
 - arrival and departure details, itineraries, times and locations
 - payment arrangements
 - details of particular operational or service requirements specified
 - loyalty programs
 - special needs
 - special requests including bedding, dietary requirements, and request for special services
- update financial status of above bookings:
 - checking and recording that the booking has been:
 - deposited
 - fully paid
 - checking correct method of payment
 - generating and issuing invoices and credit notes for changed reservations
 - inputting method of payment

- receiving, processing and recording payments
- for each of the above customer bookings, accurately process paper-based or electronically transmitted documentation
- complete above activities within commercial time constraints and deadlines determined by the customer, the supplier and the organisation.

Knowledge Evidence

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

- sources of reservations, and the industry and organisational relationships that exist
- methods customers use to make reservations
- types of reservations and operations systems used to administer the booking of supplier services:
 - booking systems and procedures
 - features of products and services sold
 - sources of product, service and logistical information
 - sources of negotiated cost of supply, contractual arrangements and preferred supplier arrangements
 - relationship between the organisation and the supplier
- customer details required for booking products and services and processing documentation and sources of this information
- supplier services and products that are booked:
 - accommodation
 - attractions
 - air product
 - cruise product
 - tours
 - transportation
 - travel insurance
 - vehicle rental
- types of booking and documentation procedures
- industry terminology and common abbreviations used in bookings and confirmations
- primary components of consumer protection laws that relate to the provision of products and services, including organisational responsibility to:
 - supply products and services as described
 - substitute suitable products and services when unavailable
- processes involved in updating the financial status of bookings:
 - checking that the customer has fully paid
 - generating and issuing invoices and credit notes for changed arrangements
 - receiving, processing and recording payments

- formats and inclusions used in supplier booking requests, and styles that cater for those with special needs
- supplier payment actions
- key booking and confirmation details:
 - any pre-negotiated costs and payment details
 - customer details
 - nature of product or service to be provided
 - special requests or requirements
 - in the case of a service, date, time and location of its commencement and conclusion
- documentation types and standard formats for:
 - air travel documents
 - transportation documents
 - confirmation document
 - cruise e-docs, tickets and boarding passes
 - documentation advising sources of information relating to health, safety and regulatory issues
 - documentation outlining terms, conditions and liability restrictions
 - passenger itineraries
 - product disclosure statements
 - travel insurance documentation
 - visa and passport forms
 - vouchers for travel products or services.

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:

- systems currently used by travel industry to administer booking and operational functions, book supplier services and maintain accounting records
- internet
- operational documentation, details of supplier contracts and customer files
- 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.

Links

Companion Volume implementation guides are found in VETNet -

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