



Australian Government

SITTTVL006 Book tourism products and process documentation

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to make and administer customer bookings for products and services. It requires the ability to administer all bookings from identification of customer booking requirements, through to finalisation and issue of documentation. This may include determining availability of the product or service, offering alternatives, accurately recording the booking details, interpreting all documentation requirements and preparing and despatching documents within designated deadlines.

The product or service can include any international or domestic product or service sold by any travel organisation. This includes airlines, cruise lines, vehicle rental companies, hotels, motels, bed and breakfasts or other accommodation providers, tour operators of any type, outbound tour wholesalers, and attractions and theme parks.

The unit applies to frontline operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, cruise consultants, inbound tour coordinators, reservation 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

PERFORMANCE CRITERIA

Elements describe the

Performance criteria describe the performance needed to

*essential outcomes**demonstrate achievement of the element.*

1. Confirm booking request.
 - 1.1. Confirm client requirements for travel products or services directly, or from prepared quotation and record any special requests or special needs.
 - 1.2. Determine availability of requested product or service and advise customer, offering alternatives for unavailable products or services, including waitlist options and cruise guarantee options.
 - 1.3. Provide all details to customer, and then confirm their understanding and agreement, responding to any customer questions.
 - 1.4. Provide details of amendment or cancellation conditions and charges and confirm customer understanding and agreement.
2. Administer customer file and identify booking requirements.
 - 2.1. Record customer details against booking and enhance customer service and operational efficiency by using available customer profile or history if available.
 - 2.2. Identify details of all supplier products and services required by customer.
 - 2.3. Where no specific product or service has been confirmed, select appropriate suppliers to ensure customer needs and quoted prices are met.
 - 2.4. Select suppliers according to negotiated arrangements to maximise the profitability of the sale.
3. Request products and services.
 - 3.1. Request products and services from suppliers using appropriate method.
 - 3.2. Provide full details of required booking to ensure customer receives correct product or service.
 - 3.3. Request return confirmation of booking from supplier.
 - 3.4. Make requests for multiple services in the most practical sequence.
 - 3.5. Identify flow-on impacts and book alternative dates, itineraries and products when desired products are unavailable.
 - 3.6. File records of all bookings, including requests and confirmations, according to system and procedural requirements.
4. Update and finalise bookings.
 - 4.1. Monitor files to ensure all confirmations are received and follow up outstanding confirmations.
 - 4.2. Note and schedule future action to be taken for bookings.
 - 4.3. Make and record necessary amendments or adjustments to bookings.
 - 4.4. Minimise use of printed materials and maximise electronic

transmission and record keeping to reduce waste.

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| 5. Process documentation. | <ul style="list-style-type: none">5.1. Interpret existing booking data to identify all customer details.5.2. Identify and interpret details of specific products and services confirmed to customer and check prices quoted.5.3. Identify confirmed bookings held for customers and check costs quoted by product and service suppliers.5.4. Check payment status of customer files and take required action.5.5. Check booking data and report any discrepancies including in costs.5.6. Calculate supplier costs, record in supplier documents and action supplier payments within designated deadline. |
| 6. Finalise and issue documentation. | <ul style="list-style-type: none">6.1. Check all documentation for accuracy prior to issue and amend as necessary.6.2. Prepare accurate documentation and issue documents and reissue as required, within designated timeframes.6.3. File and despatch copies of documents according to organisational procedures.6.4. Process required refunds or additional payments according to product or service conditions.6.5. 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
Reading skills to:	interpret customer files, customer requests, customer quotations, complex product and costing information, supplier confirmations and any applicable conditions.
Writing skills to:	complete customer documents accurately and legibly.
Oral communication skills to:	- respond to customers, giving clear sequenced information on product information and reservation options - discuss bookings with suppliers - discuss customer data and cost discrepancies with colleagues or supervisors.

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| Numeracy skills to: | <ul style="list-style-type: none">• interpret costs confirmed by the supplier• use the 24-hour clock in a written context and then translate it to the 12-hour clock for customer use• create and maintain financial documentation to administer bookings. |
| Planning and organising skills to: | <ul style="list-style-type: none">• prepare and issue documents in correct customer file sequence according to the earliest service dates for customers. |
| Technology skills to: | <ul style="list-style-type: none">• manipulate features of online reservation systems• use calculators, computers and printers when booking supplier products or services and preparing documents. |

Unit Mapping Information

Supersedes and is not equivalent to SITTTSL007 Process reservations, SITTTSL008 Book supplier products and services and SITTTSL009 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>

Assessment Requirements for SITTTVL006 Book tourism products and process documentation

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

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