



Australian Government

SITXCCS002 Provide visitor information

Release: 1

SITXCCS002 Provide visitor information

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to access general information on facilities, products and services available in the local area and to provide this to visitors.

The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, entertainment and cultural contexts. Information is often provided face-to-face, but may be by telephone or other remote mechanisms.

It applies to frontline service personnel who routinely respond to visitor requests for general local area information. They may be working independently or with guidance from others in restaurants, hotels, wineries, attractions, entertainment venues, tour operations, visitor information centres and at tour desks.

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

Pre-requisite Unit

Nil

Competency Field

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

1. Access and update visitor information.

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

- 1.1. Identify and access sources of visitor information.
- 1.2. Obtain general information on local facilities, products and services to meet different visitor needs.
- 1.3. Share information with colleagues to support the efficiency and quality of service.
- 1.4. Identify and use *opportunities to update and maintain*

local area knowledge.

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| 2. Provide information to visitors. | 2.1. Identify specific information and assistance needs of visitors, including those with special needs.
2.2. Provide appropriate scope and depth of information to meet visitor needs.
2.3. Identify and use opportunities to promote internal products and services. |
| 3. Seek feedback on information provision. | 3.1. Proactively seek visitor feedback to ensure required information has been provided.
3.2. Follow procedures for any formal visitor evaluation.
3.3. Provide information on visitor feedback to relevant 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:	- interpret sometimes detailed product and local area information - research, sort and use relevant information.
Writing skills to:	record simple notes and basic information on local facilities, products and services for visitors.
Oral communication skills to:	listen and respond to range of visitor requests, asking questions to clarify and confirm.
Learning skills to:	review own knowledge of information required to assist visitors and participate in activities that continuously update it.

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

- Opportunities to update and maintain local area knowledge*** must include at least four of the following:
- informal discussions with colleagues and visitors
 - internal newsletters and external

- promotional material
- local information centre
- participating in local familiarisation tours
- local media: newspaper, radio and television
- personal observation or exploration
- principal or supplier of the product or service
- staff noticeboards
- team meetings.

Unit Mapping Information

SITXCCS201 Provide visitor information

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 SITXCCS002 Provide visitor information

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 current, accurate and relevant information about local area features to three different visitors on three different occasions
- provide above information and assistance in a culturally appropriate manner and according to organisational service standards
- extend personal knowledge of relevant facilities, products and services
- seek formal and informal feedback from visitors on above services.

Knowledge Evidence

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

- sources of information on the available local area facilities, products and services:
 - brochures
 - library
 - local council
 - local people and local identities with specialised knowledge
 - local visitor guide booklets and maps
 - online reservation systems
 - organisation information
 - organisation-designed information systems
 - principal supplier of a product
 - product library
 - room directories
 - social media websites
 - state or territory government tourism authority information systems
 - timetables
- information on the local area features:
 - accommodation options
 - dining options
 - entertainment venues

- local attractions
- local personal services facilities
- local shopping facilities
- local transport options
- organisation-specific information
- road conditions
- sporting facilities
- tours, local outings and trips
- travelling routes
- weather conditions
- organisational service procedures and standards:
 - designated response times for acknowledging customers and their enquiry
 - personal presentation and hygiene standards
- awareness of customs and practices of various social and cultural groups of visitors to assist with meeting visitor needs and expectations in regards to:
 - modes of greeting, farewelling and conversation
 - body language and body gestures
 - formality of language
 - clothing
- methods of collecting feedback:
 - formal:
 - surveys
 - interviews
 - structured questioning
 - informal:
 - observation
 - casual discussion
- organisational service procedures and standards.

Assessment Conditions

Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events where information is sourced and provided to visitors. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- sources of information on the local area facilities, services and general products, and their availability

- organisational specifications for customer service standards
- visitor surveys and feedback forms
- visitors from different cultural backgrounds with whom the individual can interact; these can be:
 - visitors to an industry workplace 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.

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