



Australian Government

SITXCCS010 Provide visitor information

Release: 1

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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, events, 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.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand 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

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Access and update visitor information.

PERFORMANCE CRITERIA

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.
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.

Unit Mapping Information

Supersedes and is equivalent to SITXCCS002 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>