



Australian Government

Department of Education, Employment and Workplace Relations

SITTGDE002A Provide arrival and departure assistance

Revision Number: 1

SITTGDE002A Provide arrival and departure assistance

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge to offer arrival and departure assistance to customers between transport terminals and accommodation. It requires the ability to check the customer's arrival and departure information, reconfirm all operational aspects of the transportation and accommodation, and provide customers with accurate information.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key tour guiding function for guides working in a range of locations and in multiple tourism industry sectors and organisation types. The role may be undertaken by a range of personnel working for tour operating, tour wholesaling, event management or accommodation organisations; by hire car drivers and coach captains.

Tour managers, who accompany tour groups on extended touring programs, manage the logistics of all group arrivals and departures at each port and terminal throughout their tour.

Arrival and departure assistance can be provided at any international or domestic transport terminal and can be for groups or individual travellers.

The provision of arrival and departure assistance requires significant organisational, decision making and communication skills. Those tour guides, tour managers and other tourism operational staff who perform this function, at sometimes large and complex terminals, operate with some level of autonomy or under limited supervision and guidance from others. They apply discretion and judgement within predefined organisational procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Conduct arrival transfers for visitor groups or individuals.	1.1 Check and note customer arrival information accurately, and implement promptly any action required to deal with alterations in schedule or delays. 1.2 Confirm transport for the correct time and place with transport supplier. 1.3 Employ identification techniques that allow customers to locate the guide at the <i>transport terminal</i>. 1.4 Use available <i>terminal facilities</i> correctly and fully to assist in meeting customers. 1.5 Use passenger lists to accurately and legibly record arrivals, no-shows and other comments. 1.6 Establish and monitor arrangements for the transport of baggage from the terminal prior to the arrival of the customer. 1.7 Use checking procedures to ensure the correct number of baggage pieces and passengers are transported.

ELEMENT	PERFORMANCE CRITERIA
	1.8 Follow established procedures for lost baggage promptly and correctly.
2 Deliver arrival information to visitors.	2.1 Greet customers in a manner that encourages positive feelings of goodwill towards the guide, the company, the region and Australia in general. 2.2 Provide customers with correct and adequate information and advice to introduce them to the local area.
3 Check in groups and individuals at accommodation.	3.1 Brief customers on accommodation check-in procedures to minimise confusion and time delay on arrival at accommodation venue. 3.2 Offer customers friendly and efficient assistance with accommodation check-in or facilitate check-in on behalf of customers. 3.3 Liaise with accommodation staff during check-in to minimise any communication difficulties between customers and accommodation staff.
4 Conduct departure transfers for groups and individuals.	4.1 Verify departure details with carriers prior to commencement of transfer and take action according to a contingency plan if changes in schedule or other problems occur. 4.2 Organise customers for departure from accommodation in a manner that minimises disruption in the hotel lobby. 4.3 Use passenger lists to accurately check details of all departing passengers and ensure all are accounted for. 4.4 Check baggage prior to departure using procedures that ensure that no items are left behind. 4.5 Advise customers to check belongings for accommodation keys, items stored securely by the accommodation venue, tickets and passports. 4.6 Advise customers correctly regarding procedures for any taxes, duty free requirements, outgoing passenger cards and general procedures that apply to departure from transport terminal. 4.7 Obtain feedback on products and services courteously from customers and relay information accurately to the

ELEMENT**PERFORMANCE CRITERIA**

company.

- 4.8 Offer customers friendly and efficient assistance with transport check-in at the terminal or facilitate check-in on behalf of customers.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- verbal and written use of the 24-hour clock
- microphone techniques, as and when applicable to the operational context, e.g. for coach transfers
- interpretation of tourism industry jargon, especially terminal and transport codes, such as airline and airport city codes
- high-level communication skills to communicate with customers, terminal staff, transport operator staff and accommodation staff on sometimes complex issues like lost baggage and incorrect allocation of accommodation
- literacy skills to read and interpret customer and operational information, such as travel vouchers, customer and technical itineraries, rooming lists and briefing instructions provided by tour operators
- writing skills to accurately and legibly record arrivals and departures, no-shows and other comments
- numeracy skills to count and check group members and the number of luggage pieces.

The following knowledge must be assessed as part of this unit:

- all main arrival and departure points and facilities within the local area
- in-depth knowledge of the local transport terminal facilities and procedures for arrivals and departures for all terminals within the local area
- guide identification techniques within transport terminals
- baggage collection and movement procedures within various local transport terminals and accommodation venues
- lost baggage procedures for the transport operators at the terminals
- accommodation check-in procedures for various customer types
- formats of and terminology used in standard customer travel documentation (e.g. rail, air and bus tickets; accommodation vouchers; and transfer vouchers) and operational documentation (e.g. operational or technical itineraries).

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- conduct of arrival and departure transfers and ability to follow correct procedures at transport terminals and accommodation venues
- effective communication of information to customers
- coordination of multiple arrival and departure activities using different operational details for different customer groups to ensure consistency of performance
- coordination of arrival and departure activities across multiple transport terminals, as applicable to the guide's location, to ensure that skills can be adapted to different terminal environments e.g. in a major city all terminals and types would be covered, in a regional location the available types of terminals would be covered.

Context of and specific resources for assessment

Assessment must ensure:

- coordination of arrival and departure activities within fully operational transport terminals and accommodation venues, where security requirements permit
- access to and use of transport of a style used by local industry for the conduct of transfers
- involvement of transport suppliers and accommodation venues
- interaction with customer groups of a size and nature that reflect the commercial environment in which the guide operates
- use of industry-current customer and operational documentation to support the arrival and departure process.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess the practical skills and knowledge required to offer arrival and departure assistance. The following examples are appropriate for this unit:

- direct observation of complete arrival and departure transfers conducted by the candidate
- review of arrival and departure assistance activities undertaken as part of industry placement and training with an industry operator
- review of documentation, such as passenger lists and baggage checklists recorded by the candidate
- case studies and problem-solving to assess ability to respond effectively to problems that occur during arrivals and departures
- written and oral questioning or interview to test knowledge of transport terminals, baggage procedures and travel documentation
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTGDE003A Coordinate and operate a tour
- SITTGDE007A Develop and maintain the general and regional knowledge required by guides.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Transport terminals may include:

- airports
- air charter facilities
- bus and coach terminals
- train stations
- shipping ports or cruise ship terminals.

Terminal facilities to be used may include:

- public address systems
- airside access
- special areas set aside for groups
- message boards
- communication systems between terminals and parking facilities.

Information and advice to customers may include:

- general welcome and introduction
- details of transfer procedures
- details of check-in procedures
- details of forthcoming tour arrangements
- local time
- local weather
- money exchange rates and facilities
- tipping
- accommodation facilities
- geography of hotel and immediate vicinity
- overview destination information.

Accommodation may include:

- hotel
- guesthouse
- motel
- resort
- bed and breakfast
- caravan park
- camping grounds.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Guiding