



Australian Government

SITTGDE302 Provide arrival and departure assistance

Release 1

SITTGDE302 Provide arrival and departure assistance

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITTGDE002A Provide arrival and departure assistance. Added safety and legal.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide 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.

Application of the Unit

This unit applies to the tour operations, tour wholesaling, event management and accommodation sectors. Arrival and departure assistance may be provided at international or domestic transport terminals and could be for groups or individual travellers. This job function requires the use of discretion and judgement within predefined organisational procedures, and individuals working independently with limited supervision undertake the role. This could include tour guides, tour managers, coach captains and hire car drivers.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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| <p>1. Conduct arrival transfers for visitor groups or individuals.</p> | <p>1.1 Check customer arrival information, and take action to deal with alterations or delays.</p> <p>1.2 Confirm transport details with transport supplier.</p> <p>1.3 Use identification techniques so that customers can locate the guide at the transport terminal.</p> <p>1.4 Make safe and appropriate use of terminal facilities.</p> <p>1.5 Record arrivals, no shows and other comments on relevant documentation.</p> <p>1.6 Establish and monitor baggage arrangements prior to customer arrival.</p> <p>1.7 Ensure correct number of baggage pieces and passengers are transported using appropriate checking procedures.</p> <p>1.8 Follow established procedures for lost baggage.</p> |
| <p>2. Deliver arrival information to visitors.</p> | <p>2.1 Greet customers in a manner that encourages a positive response towards the guide, the company, the region and Australia in general.</p> <p>2.2 Provide customers with correct and adequate information and advice to introduce them to the local area.</p> |
| <p>3. Check in groups and individuals at accommodation.</p> | <p>3.1 Brief customers on accommodation check in procedures.</p> <p>3.2 Offer friendly and efficient assistance with accommodation check in or facilitate check in on behalf of customers.</p> <p>3.3 Liaise with accommodation staff during check in to minimise any communication difficulties.</p> |
| <p>4. Conduct departure transfers for groups and individuals.</p> | <p>4.1 Verify departure details in advance of transfer and take action to respond to variations.</p> <p>4.2 Organise customer departure to minimise disruption and take account of safety issues.</p> <p>4.3 Check details of departing passengers and ensure all are accounted for.</p> <p>4.4 Check baggage prior to departure using procedures that ensure that no items are left behind.</p> <p>4.5 Advise customers to check belongings prior to departure.</p> <p>4.6 Advise customers on transport terminal departure</p> |

procedures, including safety requirements.

4.7 Obtain feedback on products and services from customers and relay information to relevant people.

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

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - liaise with customers and work colleagues on typical operational issues
 - use microphone techniques
- initiative and enterprise skills to pro-actively identify and respond to operational or service challenges
- literacy skills to:
 - read and interpret customer and operational information
 - interpret tourism industry jargon, including terminal and transport codes
 - record accurate customer arrival and departure information
- numeracy skills to:
 - count and check group members and the number of luggage pieces
 - use the 24-hour clock
- planning and organising skills to follow logical checking and scheduling processes
- problem-solving skills to identify, resolve or report typical operational challenges with arrival and departure transfers
- teamwork skills to work co-operatively with colleagues in transport terminals and accommodation venues
- technology skills to use online information services.

Required knowledge

- main arrival and departure points and facilities in the local area
- guide identification techniques within transport terminals
- baggage procedures at transport terminals and accommodation venues
- lost baggage procedures at transport terminals
- accommodation check-in procedures for various customer types
- formats of standard customer travel documentation and terminology used, including:
 - rail, air and bus tickets
 - accommodation and transfer vouchers
 - operational documentation (e.g. itineraries)
 - use of 24-hour clock
- legal obligations of tour operators and guides when providing arrival and departure transfers, including public liability and the guide's duty of care
- work health and safety considerations at transport terminals and accommodation venues, including those related to:
 - baggage
 - safe movement of people (traffic, parking, crowd control)
 - security requirements.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- follow correct procedures at transport terminals and accommodation venues
- communicate accurate and adequate information to customers
- coordinate multiple arrival and departure activities using different operational details for different customer groups
- coordinate arrival and departure activities across multiple transport terminals, relevant to the work location
- demonstrate knowledge of transport terminals and facilities, and the procedures to be followed for arrivals and departures.

Context of and specific resources for assessment

Assessment must ensure use of:

- operational transport terminals and accommodation venues (within security restrictions)
- transport used by local industry for the conduct of transfers
- accommodation venues
- customer and operational arrival and departure information
- customer groups of a size and nature that reflect the commercial environment in which the guide operates.

Method of assessment

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

- direct observation of arrival and departure transfers conducted by the individual
- review of documentation, such as passenger lists and baggage checklists completed by the individual
- use of case studies and problem-solving to assess ability to respond effectively to problems that occur during arrivals and departures
- written or oral questioning to assess 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 individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTGDE301 Work as a guide
- SITTGDE305 Develop and maintain the general and regional knowledge required by guides
- SITTGDE401 Coordinate and operate tours.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Transport terminal may include:

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

Terminal facilities may include:

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

Information and advice to customers may relate to:

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

Accommodation may include:

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

Safety issues may relate to:

- baggage as trip hazards
- crowding in lobby areas
- loading of baggage and passengers
- parking of transfer vehicles
- traffic considerations.

- Procedures** for departure may include:
- duty free requirements
 - outgoing passenger cards
 - tax procedures.

Unit Sector(s)

Tourism

Competency Field

Guiding