



Australian Government

Department of Education, Employment and Workplace Relations

THHGCS01B Develop and update local knowledge

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit deals with the skills and knowledge required to build and maintain the local knowledge that is required to effectively respond to general customer information requests in a range of tourism and hospitality enterprises. This unit reflects a context where the provision of information is not the primary job role (e.g. within an attraction or a restaurant). The unit has a link to unit THTSOP02B Source and provide destination information and advice, (Tourism Training Package) which reflects a context where provision of advice is the primary job role (e.g. a visitor information officer or travel consultant).

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Develop local knowledge	1.1 Identify and access appropriate sources of information on the local area. 1.2 Record and file information for further use as appropriate and in accordance with enterprise procedures. 1.3 Identify and obtain the types of information commonly requested by customers.
2 Update local knowledge	2.1 Identify and use opportunities to update local knowledge. 2.2 Share updated knowledge with customers and colleagues as appropriate and incorporate into day-to-day working activities.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Essential Knowledge and Skills to be Assessed

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

sources of information for enterprise and local knowledge

general knowledge of the enterprise, local attractions, events, transport options, general visitor facilities including shopping, currency exchanges, post offices, banks, emergency services.

Linkages to Other Units

This unit underpins effective performance in a range of other units and combined training and assessment may be appropriate. Examples include:

THHBH01B Provide housekeeping services to guests

THHBF010B Provide porter services

THHBF02B Provide accommodation reception services

WRRS2B Advise on products and services

Many other units in the Attractions and Theme Parks Section

Critical Aspects of Assessment

Evidence of the following is critical:

ability to source accurate and current information on the local area

general knowledge of the local area sufficient to answer commonly asked customer questions as relevant to the job role.

Context of Assessment and Resource Implications

Assessment must ensure:

project or work activities that allow the candidate to respond to a range of commonly asked customer questions.

Assessment Methods

Assessment methods must be chosen to ensure that the application of knowledge to different customer service situations can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.

The following examples are appropriate for this unit:

project to research information on local area

direct observation of the candidate using local knowledge to answer customer questions

oral or written questions to assess knowledge of local information and information sources

role-play to provide information for variety of different customers

review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies

Collecting, Organising and Analysing Information

For example:

Organising the enterprise's local information folder (1)

Communicating Ideas and Information

For example:

Explaining the location of the nearest bus stop to a customer (1)

Planning and Organising Activities

For example:

Contacting local attractions to request information brochures for display (1)

Working with Others and in Teams

For example:

Assisting a colleague to answer a customer question (1)

Using Mathematical Ideas and Techniques

For example:

Calculating the amount of time to reach a local attraction (1)

Solving Problems

For example:

Helping a lost customer who speaks very little English (1)

Using Technology

For example:

Using the phone or internet to source information on the local area (1)

Essential Knowledge and Skills to be Assessed

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Using the phone or internet to source information on the local area (1)

Range Statement

This unit applies to all tourism and hospitality sectors. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

The range of local information required will vary according to the particular industry sector, location and individual workplace.

Information must include:

enterprise specific information

local transport options

local attractions

local events

general visitor facilities including shopping locations, currency exchanges, post offices, banks, emergency services.

Information may include:

specific shopping details, markets

restaurants, cafes and other dining venues

other facilities and services such as hairdressers, dentists, travel agencies

theatres and entertainment venues

sporting facilities

tours, local outings and trips

travelling routes

weather conditions.

Sources of information on the local area may include:

brochures

timetables

local visitor guides

library and local council

local people

enterprise information

room directories

maps

Internet.

Opportunities to update local knowledge may include:

talking and listening to colleagues and customers

participation in local familiarisation tours

visiting the local information centre

personal observation/exploration

watching TV, videos and films

listening to radio

reading local newspapers.

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Unit Sector(s)

Not applicable.