

Unit mapping

KQ: Knowledge questions

PA: Practical assessment – Task (T), Workplace Skills (WS)

KQ

PA

S

S: Simulations

Elements and performance criteria

E 1 Access product information

PC 1.1	Identify sales or operational need for product information	Q 1.1 Q 1.2	T 1a-c	N/A
PC 1.2	Select suitable method to access sources of product information according to commercial agreements and specific needs	Q 1.3 Q 1.4 Q 1.5	T 2a-d	N/A
PC 1.3	Source specific product information to meet sales or operational need	Q 1.6 Q 1.7	T 3a-d	N/A

E 2 Interpret product information

PC 2.1	Read and interpret general and specific details about the product and confirm information meets sales or operational need	Q 2.1 Q 2.2	T 4b	N/A
PC 2.2	Interpret jargon or specifications in product information and apply accurately to sales or operational activity	Q 2.3 Q 2.4 Q 2.5	T 4b	N/A
PC 2.3	Identify and assess customer, sales or operational risks that relate to the product	Q 2.6 Q 2.7 Q 2.8 Q 2.9	T 5a-e	N/A
PC 2.4	Record and store information for future use	Q 2.10 Q 2.11 Q 2.12	T 6a-c	N/A

E 3 Update product knowledge

PC 3.1	Obtain information to update own knowledge of product features on an ongoing basis	Q 3.1 Q 3.2	T 7a-e WS 2	N/A
PC 3.2	Source and access information on current and emerging customer technologies	Q 3.3 Q 3.4 Q 3.5	T 8a-c	N/A
PC 3.3	Share new or updated product information with colleagues	Q 3.6	T 9a-h	N/A

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Knowledge evidence				
KE 1	Sources of product information and specific product types	Q 1.4	T 2b T 7c	N/A
KE 2	Industry accepted terminology, codes and abbreviations for the major categories of tourism and travel products and services	Q 2.5		N/A
KE 3	Features and benefits of tourism and travel products		T 4c	N/A
KE 4	Sales or operational functions which utilise product information in the tourism and travel industry:			
	▪ booking a supplier service for a customer	Q 1.2		N/A
	▪ credentials of the service operator in regard to environmental, social and cultural impacts	Q 1.2		N/A
	▪ issuing air tickets	Q 1.2		N/A
	▪ issuing customer documentation for tourism and travel products or services	Q 1.2		N/A
	▪ distribution of promotional products	Q 1.2		N/A
	▪ providing information and advice to customers	Q 1.2		N/A
	▪ travel add-ons:	Q 1.2		N/A
	– prepayment of baggage charges			
	– prepayment of in-flight meals			
	– pre-travel seat selection			
	– travel insurance			
	▪ preparing quotations	Q 1.2		N/A
	▪ processing financial transactions	Q 1.2		N/A
KE 5	Sources of information regarding:			
	▪ government issued travel warning advice for Australian travellers	Q 1.7		N/A
	▪ health advisory notices and vaccination information issued by local and international bodies	Q 1.7		N/A
	▪ safety advisory information issued by police authorities and emergency service authorities	Q 1.7		N/A
	▪ passport and visa requirements	Q 1.7		N/A
KE 6	Travel insurance products:	Q 4.1		N/A
	▪ primary components of the financial services reform act 2001 and organisational responsibility for supplying product disclosure statements and providing accurate information on the provisions of the insurance policy	Q 4.2 Q 4.3		

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KE 7	Methods to obtain product information:		
	▪ promotional information	Q 1.3	N/A
	▪ accessing the Internet	Q 1.3	N/A
	▪ attending professional development activities	Q 1.3	N/A
	▪ contact with other organisations	Q 1.3	N/A
	▪ formal study	Q 1.3	N/A
	▪ informal discussions with colleagues and customers	Q 1.3	N/A
	▪ media	Q 1.3	N/A
KE 8	Special jargon or specifications:		
	▪ common abbreviations used in the tourism and travel industries	Q 2.5	N/A
	▪ industry terminology and codes	Q 2.5	N/A
	▪ use of the 24-hour clock	Q 2.4	N/A
KE 9	Risks relating to the sale or operation of tourism and travel products:		
	▪ fluctuations in exchange rates	Q 2.7	N/A
	▪ limitations in participation due to: <ul style="list-style-type: none">– incapacity, age or disability– special licence requirements– government restrictions	Q 2.7	N/A
	▪ non-operation of the product	Q 2.7	N/A
	▪ product price increase	Q 2.7	N/A
	▪ products that cause negative environmental, cultural or social impacts	Q 2.7	N/A
	▪ safety risk to customer in participating in activities	Q 2.7	N/A
	▪ seasonal non-availability of the product	Q 2.7	N/A
	▪ unclear product provision, deposit, payment and cancellation terms and conditions	Q 2.7	N/A
	▪ unclear product, tax and levy costs	Q 2.7	N/A

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PE 1	Research and interpret current, relevant and accurate product information in response to at least three different sales or operations related enquiries	T 2b	N/A
PE 2	Use at least two of the following sources to access product information for the above enquiries: <ul style="list-style-type: none">▪ computerised reservations systems (CRS)▪ Internet▪ global distribution systems (GDS)▪ government tourism authority information systems▪ organisation-designed information systems▪ principal or supplier of the product	T 3b	N/A
PE 3	Interpret and correctly use industry terminology and common abbreviations in response to each of the above enquiries for product information	T 4a T 4b	N/A
PE 4	Share and interpret above product information with colleagues	T 6a-c	N/A
PE 5	Complete above activities within commercial time constraints and deadlines determined by the customer or organisation	WS 1	N/A

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FS 1	Reading skills to: <ul style="list-style-type: none">research, sort and interpret diverse product information		T 1b T 2a-b T 3b-c T 5a T 7d	N/A
FS 2	Writing skills to: <ul style="list-style-type: none">prepare notes and basic summaries of information		T 1c T 2c	N/A
FS 3	Oral communication skills to: <ul style="list-style-type: none">discuss products with colleaguesquestion suppliers about product details		T 3c	N/A
FS 4	Numeracy skills to: <ul style="list-style-type: none">interpret product rates and tariffs and their application to different customers and seasonsuse the 24-hour clock in both oral and written contexts	Q 2.4	T 4b	N/A
FS 5	Learning skills to: <ul style="list-style-type: none">locate key information relevant to work requirements		T 1b T 2c T 3c T 5a T 7d	N/A
FS 6	Technology skills to: <ul style="list-style-type: none">use a computer and keyboardmanipulate features of online information systems to search for information		T 3a-c T 5a-e T 6b-c T 7a-d	N/A