

Unit mapping

KQ: Knowledge questions		KQ	PA
PA: Practical assessment – Task (T), Workplace Skills (WS)			
Elements and performance criteria			
E 1 Develop knowledge of international destinations			
PC 1.1	Identify and access information sources that provide current and accurate information on international destinations	Q 1.1 Q 1.2 Q 1.3	T 1b T 1c T 1j T 1l
PC 1.2	Identify and obtain information on functional or operational features of the international destination that meet different customer needs	Q 1.4 Q 1.5	T 1f
PC 1.3	Obtain key information on social, cultural and geographical features and current health and safety features of the international destination	Q 1.6 Q 1.7 Q 1.8 Q 1.9	T 1f
PC 1.4	Record and store destination information for future use	Q 1.10 Q 1.11	T 1d T 1e
E 2 Update knowledge of international destinations			
PC 2.1	Use formal and informal research to update destination knowledge	Q 2.1 Q 2.2	T 2a-h
PC 2.2	Seek feedback from colleagues and customers on their experience with international destinations to gain first-hand information	Q 2.3 Q 2.4	T 2f
PC 2.3	Share updated information with colleagues	Q 2.5	T 3a-g
E 3 Identify the specific information and advice needs of the customer			
PC 3.1	Identify the specific information and advice needs of the customer	Q 3.1 Q 3.2	T 4a-e
PC 3.2	Provide current and accurate destination information and advice	Q 3.3 Q 3.4	T 4d, 4g
PC 3.3	Provide an appropriate scope and depth of information to meet customer needs	Q 3.5	T 4d, 4g
PC 3.4	Present information and advice in a clear format and style	Q 3.6 Q 3.7	T 4f-g
PC 3.5	Refer customers to current sources of health, safety and regulatory information	Q 3.8 Q 3.9	T 4l

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KE 1	Formal and informal research methods:		
	▪ accessing and reading promotional information	Q 2.2	T 2d
	▪ accessing the Internet	Q 2.2	T 2d
	▪ attending professional development activities	Q 2.2	T 2d
	▪ contact with other organisations	Q 2.2	T 2d
	▪ formal study	Q 2.2	T 2d
	▪ informal discussions with colleagues and customers	Q 2.2	T 2d
	▪ media	Q 2.2	T 2d
KE 2	Sources of information on regions and destinations and types of product offered	Q 1.2 Q 1.3	T 1c T 2c T 4c
KE 3	Sources of information on current health and safety issues for international destinations:		
	▪ government issued travel warning advice for Australian travellers	Q 3.8	T 4l
	▪ health advisory notices and vaccination information issued by local and international bodies	Q 1.9	T 4l
	▪ safety advisory information issued by police authorities and emergency service authorities	Q 3.8 Q 3.9	T 4l
KE 4	Sources of information on regulatory issues for international destinations:		
	▪ passport and visa requirements	Q 3.8	
	▪ travel restrictions for destinations	Q 3.8	
KE 5	International destinations including coverage of all seven continents, and the major regions and destinations therein	Q 4.1	

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KE 6	Features of international destinations:		
	▪ areas of environmental, social or cultural significance or sensitivity	Q 2.3	
	▪ currency information	Q 2.3	
	▪ facilities for customers with special needs	Q 2.3	
	▪ local customs	Q 2.3	
	▪ local economy	Q 2.3	
	▪ local facilities	Q 2.3	
	▪ major gateways for and transport networks within the region and destination <ul style="list-style-type: none"> – airports – cruise ports 	Q 2.3	
	▪ tourist attractions	Q 2.3	
	▪ unique regional features	Q 2.3	
KE 7	Sources of information for specific information relating to international travel destinations:		
	▪ key information on geographical features of the destination	Q 1.8	T 1b T 2c T 4c
	▪ key information on cultural and related features of the destination	Q 1.7	T 1b T 2c T 4c
	▪ key information on socioeconomic features of the destination	Q 1.7	T 1b T 2c T 4c
KE 8	Formats and inclusions used to present information to customers, and styles that cater for those with special needs	Q 3.3 Q 3.6	
KE 9	Different procedures for storing destination information	Q 1.10 Q 1.11	T 1e T 2h

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PE 1	Provide tailored information to meet the requests of at least three different customers of different customer types or demographics	T 4a-l
PE 2	For each of the above customers, provide current, relevant and accurate information on at least five different features of two different international tourism destinations	T 4a-l
PE 3	Obtain above information by accessing at least three different information sources from the following:	
	▪ computerised reservations systems (CRS)	T 1c T 4e
	▪ global distribution systems (GDS)	T 1c T 4e
	▪ international government tourism authority information systems	T 1c T 4e
	▪ internet	T 1c T 4e
	▪ organisation-designed information systems	T 1c T 4e
	▪ principal or supplier information	T 1c T 4e
PE 4	Complete above activities within commercial time constraints and deadlines determined by the customer or organisation	WS 1

Foundation skills

FS 1	Reading skills to: <ul style="list-style-type: none"> interpret information on destinations as well as sometimes complex information about specific health, safety and regulatory issues for international destinations 	T 2g T 4d WS 1
FS 2	Writing skills to: <ul style="list-style-type: none"> prepare basic summaries of information 	T 4g
FS 3	Oral communication skills to: <ul style="list-style-type: none"> listen to and note specific customer needs, providing a verbal summary of information in response 	T 4g WS 3
FS 4	Learning skills to: <ul style="list-style-type: none"> locate key information relevant to work requirements 	T 1b T 2c T 4c
FS 5	Technology skills to: <ul style="list-style-type: none"> use a computer and keyboard 	T 1c T 1e T 2e T 2h
	<ul style="list-style-type: none"> manipulate features of online information systems to search for information 	T 1c T 1e T 2e T 2h