CATAPULT

SITTTSL002

Access and interpret product information

Table of Contents (Extract)

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https://catapultlearning.com.au/product/SITTTSL002/

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Trainer/assessor guide

SITTTSL002
Access and interpret product information

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to access product information on tourism, travel, hospitality, or events products to fulfil sales or operational needs. It requires the ability to identify sources of information and to interpret specific details of the products.

The product can include any international or domestic product sold by any tourism, travel, hospitality, or events business. The breadth and depth of product knowledge and its application will vary according to the industry sector, workplace and job role. This unit is not about having an in-depth knowledge of products, but focuses on the ability to source and interpret information.

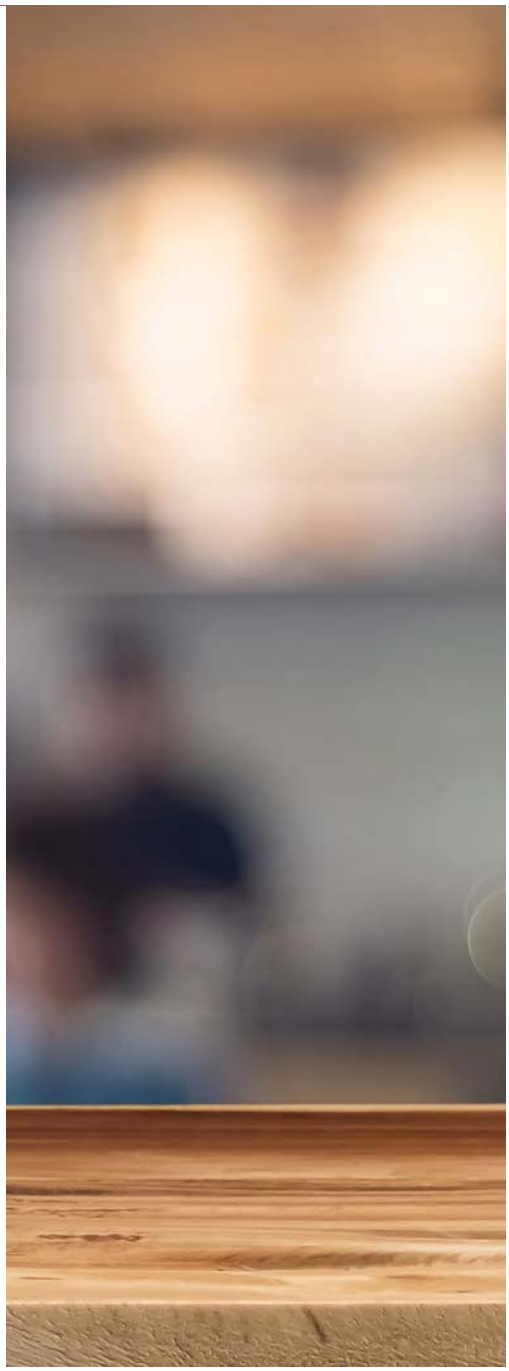
The unit mainly applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. It does, however, describe a fundamental operational function and those individuals who work with very little independence under close supervision would also use this skill.

This includes visitor information officers, travel consultants, corporate consultants, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, and reservations sales agents.

Personnel selling travel insurance to a client must meet the requirements of the Financial Services Reform Act (2001).

It may be undertaken as:

- part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- a stand alone unit
- part of a formal skill set



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About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- Access product information
- Interpret product information
- Update product knowledge

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- information on competency-based assessment
- instructions on how you will be assessed
- assessment tools to assess your competence
- instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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