



CATAPULT

SITTTSL003

Provide advice on international destinations

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/SITTTSL003/>

Trainer/assessor guide

SITTTSL003

Provide advice on international destinations

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to source and provide customer information and advice relating to international destinations and their features. It requires the ability to identify appropriate information sources and research destinations in order to develop and update a general destination knowledge base.

Specific and detailed product knowledge is covered in SITTTSL002 Access and interpret product information.

International destinations and their features can include any sold by any travel or tourism organisation. Travel and tourism operators, such as travel agents and tour wholesalers, can specialise in one international destination or cover multiple destinations.

The breadth and depth of destination knowledge required will vary according to the industry sector, workplace and job role. This unit is not about having an in-depth knowledge of every destination but focuses on the ability to collect and interpret destination information.

The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants, wholesale operations consultants, account managers for professional conference organisers, event coordinators, tour managers, and reservations sales agents.

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:

- » Develop knowledge of international destinations
- » Update knowledge of international destinations
- » Provide information and advice on specific international destinations

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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