



CATAPULT

SITTTSL004

Provide advice on Australian destinations

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITTTSL004.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/SITTTSL004/>

Trainer/assessor guide

SITTTSL004

Provide advice on Australian 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 Australian 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.

Domestic destinations and their features can include any sold by any travel or tourism organisation. Travel and tourism operators in Australia, such as travel agents, tour wholesalers and inbound tour operators, would cover multiple Australian destinations. Visitor information centres and some tour operators would specialise in one region.

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 visitor information officers, travel consultants, tour operations coordinators, inbound tour coordinators, account managers for professional conference organisers, event coordinators, tour guides, hotel guest relations officers, tour desk officers, 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

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Develop knowledge of Australian destinations.	5
Information sources	5
Obtaining information on the destination.....	8
Information on social, cultural and geographical features	13
Recording and storing information	18
Check your understanding	21
Topic 2: Update knowledge of Australian destinations.....	23
Formal and informal research	23
Seeking feedback.....	25
Check your understanding	27
Topic 3: Provide information and advice on specific Australian destinations.....	29
Identifying customer needs.....	29
Providing information and advice	32
Presenting information and advice	34
Referring customers to health and safety information	37
Check your understanding	39
References.....	41
Assessment workbook.....	43
Unit information.....	45
What is competency-based assessment?.....	46
How will my competency be assessed?.....	47
Assessment agreement.....	48
Foundation skills checklist.....	49
Skills recognition.....	50
Topic 1: Develop knowledge of Australian destinations	51
Topic 2: Update knowledge of Australian destinations	52
Topic 3: Provide information and advice on specific Australian destinations	53
Knowledge questions	54
Topic 1: Develop knowledge of Australian destinations	56
Topic 2: Update knowledge of Australian destinations	62
Topic 3: Provide information and advice on specific Australian destinations	68
Topic 4: Specific knowledge evidence	78
Performance tasks.....	82
Third party evidence collection agreement	83
Topic 1: Develop knowledge of Australian destinations	84
Topic 2: Update knowledge of Australian destinations	88
Topic 3: Provide information and advice on specific Australian destinations	92

Completion record..... 95
Unit mapping..... 96
Trainer/ assessor user instructions..... 100

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

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

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
