

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Develop knowledge of international destinations.....	5
Identify and access information sources that provide current and accurate information on international destinations	5
Identify and obtain information on functional or operational features of the international destination that meet different customer needs	8
Obtain key information on social, cultural and geographical features and current health and safety features of the international destination	12
Record and store destination information for future use	19
Check your understanding	21
Topic 2: Update knowledge of international destinations	23
Use formal and informal research to update destination knowledge.....	23
Seek feedback from colleagues and customers on their experience with international destinations to gain first-hand information	26
Share updated information with colleagues	29
Check your understanding	31
Topic 3: Provide information and advice on specific international destinations	33
Identify the specific information and advice needs of the customer.....	33
Provide current and accurate destination information and advice	36
Provide an appropriate scope and depth of information to meet customer needs.....	38
Present information and advice in a clear format and style	40
Refer customers to current sources of health, safety and regulatory information	43
Check your understanding	45
Topic 4: Additional learning	47
International destinations including coverage of all seven continents, and the major regions and destinations therein	47
References.....	58
Assessment workbook	59
Unit information	61
What is competency-based assessment?.....	62
How will my competency be assessed?.....	63
Assessment agreement	64
Skills recognition.....	65
Topic 1: Develop knowledge of international destinations	66
Topic 2: Update knowledge of international destinations.....	67
Topic 3: Provide information and advice on specific international destinations.....	68

Knowledge questions	69
Topic 1: Develop knowledge of international destinations	71
Topic 2: Update knowledge of international destinations.....	83
Topic 3: Provide information and advice on specific international destinations.....	88
Topic 4: Specific knowledge questions	98
Project	102
Completion record	106
Unit mapping	107
Trainer/assessor instructions and requirements	112
Practical assessment	Separate document