

<b>Training Package</b>	Tourism, Hospitality and Events (SIT07)		<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Provide venue information and assistance</b>		
<b>Unit code</b>	<b>Competency field</b>	<b>Sector</b>	<b>HSC Indicative Hours</b>
<b>SITTVAF001A</b>	Venue and Facility Operations	Tourism	<b>15</b>

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to provide visitors with information on the venue's facilities and services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
<b>Prerequisite units</b>	Nil
<b>Application of the unit</b>	This unit applies to frontline service personnel working in a range of tourism, hospitality, entertainment and cultural venues. Provision of information and assistance is often face-to-face but may be by telephone or other remote mechanism. Customer service personnel working under supervision undertake this function, but the unit is also relevant to those working in operational roles where customer service may not be the main focus of work, e.g. animal handlers in a zoo or technicians in a theatre.
<b>Employability skills</b>	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.

### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for this Training Package.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Methods of assessment</b>	<b>Assessing employability skills</b>
<p>Evidence of the following is <b>essential</b>:</p> <ul style="list-style-type: none"> <li>ability to access appropriate information on services and facilities</li> <li>ability to communicate information and assist visitors in a courteous and culturally appropriate manner</li> <li>demonstration of skills on multiple occasions or in response to multiple requests to reflect breadth of knowledge and ability to respond to different situations.</li> </ul>	<p>Assessment <b>must</b> ensure:</p> <ul style="list-style-type: none"> <li>interaction with others in the provision of information to demonstrate the appropriate interpersonal skills</li> <li>use of current venue information.</li> </ul>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>direct observation of the candidate providing assistance and information</li> <li>case studies to assess ability to source a range of different types of information for different purposes</li> <li>written and oral questioning or interview to test knowledge of the sources of</li> </ul>	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>

		<b>Methods of assessment cont/d</b>	
		<p>information and the role of information systems within the venue</p> <ul style="list-style-type: none"> <li>• review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.</li> </ul> <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills **must** be assessed as part of this unit:

- communication and interpersonal skills to interact in a friendly and courteous way with customers
- basic research skills to source information on a predictable range of customer requests
- literacy skills to understand, interpret and orally communicate venue information and promotional material.

The following knowledge **must** be assessed as part of this unit:

- sources of information on the organisation's services and facilities
- typical information systems used within the different types of venues open to the general public
- organisation facilities, services and procedures, including for those with special needs, such as parking, exhibits, show times, retail outlets and special events
- available sources of advice and referral
- safety and emergency procedures for visitors, colleagues and self
- sources of venue customers in the relevant industry context
- roles of different departments within different types of venues.

Element	Performance Criteria	Range Statement
1 Access and update information.	1.1 Source and access <b><i>information on facilities and services</i></b> available within the organisation according to organisational systems.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording in the performance criteria is detailed below.</p> <p><b><i>Information on facilities and services</i></b> may relate to:</p> <ul style="list-style-type: none"> <li>• opening hours</li> <li>• access</li> <li>• pricing</li> <li>• ticket sales</li> <li>• cloaking</li> <li>• times of activities or events</li> <li>• direction or location of facilities</li> <li>• retail</li> <li>• food and beverages</li> <li>• facilities for those with special needs</li> <li>• new activities, events or procedures</li> <li>• operational changes</li> <li>• promotional activities.</li> </ul>
	1.2 Incorporate information into day-to-day working activities to support quality of service and standards within the organisation.	
	1.3 Share information with colleagues to support the efficiency and quality of service.	
	1.4 Identify and use <b><i>opportunities to update and maintain facility and service knowledge</i></b> .	<p><b><i>Opportunities to update and maintain facility and service knowledge</i></b> may include reference to:</p> <ul style="list-style-type: none"> <li>• staff noticeboards</li> <li>• leaflets and brochures</li> <li>• team meetings</li> <li>• internal newsletters</li> <li>• discussions with colleagues.</li> </ul>
2 Provide information about services and facilities.	2.1 Proactively identify information and assistance needs of different customers, including those with special needs.	

Element	Performance Criteria	Range Statement
	2.2 Provide accurate information in a clear, concise, courteous and culturally appropriate manner.	
	2.3 Where appropriate, assist or instruct visitors in the use of equipment and facilities or refer to relevant colleagues.	
	2.4 Consider health and safety requirements when providing information and assistance.	
	2.5 Promote internal products and services using appropriate customer service skills.	
3 Seek feedback on services.	3.1 Proactively seek <i>feedback</i> on services from visitors.	<p><b>Feedback</b> may be:</p> <ul style="list-style-type: none"> <li>• formal, including surveys, interviews and structured questioning</li> <li>• informal, including observation or casual discussion.</li> </ul>
	3.2 Observe visitor behaviour to inform future service developments and correctly follow procedures for any formal customer evaluation.	
	3.3 Provide information on visitor feedback to relevant colleagues.	