Section Two
Self Assessment Checklist
INSTRUCTIONS

Listed below are the units of competence a person is expected to hold in order to receive a SIT31312 Certificate III Tourism. Each unit is identified by a national code and title, including a brief description of the unit and what a person should be able to demonstrate. There are also a number of key questions for you to answer in relation to each unit that will assist you to decide if you have the required exposure, experience and skill to demonstrate competence in a skills assessment activity. Tick ‘YES’ or ‘NO’ to each unit if you consider yourself competent, or have evidence that may indicate your competence, in this area.

Applicants must demonstrate competency in all 14 core units and another three elective units, taken from this list, to achieve a total of 17 units.

SELF ASSESSMENT CHECKLIST

Customer Service Cluster

SITXCOM201 Show social and cultural sensitivity
SITXCCS303 Provide service to customers

Can you provide:

<table>
<thead>
<tr>
<th>Can you provide:</th>
<th>Yes</th>
<th>No</th>
</tr>
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<tbody>
<tr>
<td>A copy of a performance appraisal reviewing your customer service</td>
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<tr>
<td>At least two emails from clients complimenting you on your service</td>
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<tr>
<td>A copy of a travel confirmation that addressed cultural and/or social differences</td>
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Can you provide a response to the following questions?

1. What are the appropriate dress and grooming standards for your sector of the industry? Why have you found them to be required/important?  
   - Yes | No

2. What are the key elements of customer service you have routinely applied in your workplace? How have you handled customer complaints?  
   - Yes | No

3. Identify your responsibilities as a team member in two team working activities. How did you ensure conflict was minimised and goals were met?  
   - Yes | No
Work Health Safety Cluster

SITWHS101  Participate in safe work practices
SITXWHS301  Identify hazards, assess and control safety risks

Can you provide:

| A copy of a WHS inspection sheet or monitoring report from your workplace | □ Yes  ○ No |
| A copy of a risk analysis for a client you have completed prior to a tour | □ Yes  ○ No |

Can you provide a response to the following questions?

Why do you have health safety and security procedures in your workplace | □ Yes  ○ No |
Describe the health and safety hazards in your workplace and explain what you have done in your workplace to ensure safe work practices occur. | □ Yes  ○ No |
Explain how you have dealt with an emergency situation in your workplace. | □ Yes  ○ No |
Give examples of how you evaluate risks and how you managed these | □ Yes  ○ No |
Discuss the process of assessing the safety risk associated with a hazard | □ Yes  ○ No |
Give examples of how you eliminate or control risks | □ Yes  ○ No |

Retail Travel Cluster

SITTTSL301  Provide advice on international destinations
SITTTSL307  Process travel-related documentation
SITTTSL302  Provide advice on Australian destinations
SITTTSL308  Use a computerised reservations or operations system
SITTTSL303  Sell tourism products and services
SITTTSL309  Source airfares for domestic flights
SITTTSL304  Prepare quotations
SITTTSL310  Construct normal international airfares
SITTTSL306  Book supplier services
SITTTSL311  Construct promotional international airfares
SITIND201  Source and use information on the tourism and travel industry
SITTTSL312  Construct advanced international airfares
SITTTSL201  Operate an online system
SITTTSL202  Access and interpret product information
Can you provide

A copy of a land only quote converted to a booking with an invoice for payment and the itinerary  □ Yes  □ No

An itinerary for both a domestic and international e-ticket booking showing an open-jaw or half one way fare as part of this itinerary  □ Yes  □ No

A coordinated itinerary using all tourism sectors  □ Yes  □ No

Can you provide a response to the following questions?

The tourism industry has many different sectors. Discuss which sectors you have had experience in, or contact with, and the main linkages to other immediate tourism sectors.  □ Yes  □ No

How do you find information about the tourism industry?  □ Yes  □ No

When you are working with the tourism industry, making bookings, organising and/or hosting customers can create workplace legal and ethical issues that need consideration. Discuss examples from your experience of your awareness of these issues.  □ Yes  □ No

Having booked the customer’s travel, how do you generate and process all the required documents—both for the customer and the supplier?  □ Yes  □ No

Discuss the computer reservation system you use to process bookings. How do you access the system, process the reservation, and issue confirmation?  □ Yes  □ No

Provide an example of an occasion where you sourced information for an international and an Australian domestic destination. What destination information did you give the customer? How did you source it?  □ Yes  □ No

In interpreting and presenting that information to the customer, what specific product information did you discuss with the customer so that they could decide whether this product met their requirements? How did you clarify industry jargon to the customer?  □ Yes  □ No

How do you share updated destination and production information amongst your colleagues?  □ Yes  □ No

What actions would you take if the customer decided to subsequently amend or cancel the reservation? How do you note this on the customer file?  □ Yes  □ No

How do you manage your customer caseload, for example competing priorities, managing outstanding action items?  □ Yes  □ No

Can you identify the tax codes that apply to domestic and international fares?  □ Yes  □ No