

Certificate II in Tourism SIT20116 Term 1



Assessment project / activity / task (All codes and names must match Section 8)					
<b>Unit 1</b>	<b>SITTIND001 Source and use information on the tourism and travel industry</b>				
<b>Estimated duration</b>	4 weeks	<b>Unit/s for which evidence will be gathered</b>	<b>Evidence-gathering techniques used</b>	<b>Evidence-gathering tool code</b>	
<b>Description (summary)</b>	<ul style="list-style-type: none"> <li>Source and use relevant industry information.</li> <li>Source and use compliance information in daily activities.</li> <li>Source and use information on tourism technology.</li> <li>Update personal and organisational knowledge of the tourism industry.</li> <li><a href="https://training.gov.au/TrainingComponentFiles/SIT/SITTIND001_AssessmentRequirements_R1.docm">https://training.gov.au/TrainingComponentFiles/SIT/SITTIND001_AssessmentRequirements_R1.docm</a></li> </ul>	SITTIND001 Source and use information on the tourism and travel industry.	<b>Observation checklist</b>	<input type="checkbox"/>	
			<b>Short Answer Questions</b>	<input checked="" type="checkbox"/>	SITTIND001-SA
			<b>Case study/ Scenario</b>	<input checked="" type="checkbox"/>	SITTIND001-CS
			<b>Third party rep</b>	<input type="checkbox"/>	
<b>Unit 2</b>	<b>SITXCCS002 Provide visitor information</b>				
<b>Estimated duration</b>	2 weeks	<b>Unit/s for which evidence will be gathered</b>	<b>Evidence-gathering techniques used</b>	<b>Evidence-gathering tool code</b>	

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<b>Description (summary)</b>	Access and update visitor information. <ul style="list-style-type: none"> <li>• Provide information to visitors.</li> <li>• Seek feedback on information provision.</li> </ul> <a href="https://training.gov.au/TrainingComponentFiles/SIT/SITXCCS002_AssessmentRequirements_R1.docm">https://training.gov.au/TrainingComponentFiles/SIT/SITXCCS002_AssessmentRequirements_R1.docm</a>	<i>SITXCCS002 Provide visitor information</i>	<b>Observation checklist</b>	<input type="checkbox"/>	
			<b>Short Answer Questions</b>	<input checked="" type="checkbox"/>	SITXCCS002-SA
			<b>Case study/ Scenario</b>	<input checked="" type="checkbox"/>	SITXCCS002-CS
			<b>Third party report</b>	<input type="checkbox"/>	
<b>Unit 3</b>	<b>SITXPDK001 Advise on products and services</b>				
<b>Estimated duration</b>	2 weeks	<b>Unit/s for which evidence will be gathered</b>	<b>Evidence-gathering techniques used</b>	<b>Evidence-gathering tool code</b>	
<b>Description (summary)</b>	<ul style="list-style-type: none"> <li>• Develop product and service knowledge</li> <li>• Respond to customer requests</li> <li>• Enhance information provided</li> <li>• <a href="https://training.gov.au/TrainingComponentFiles/SIR/SIRXPDK001_AssessmentRequirements_R1.docm">https://training.gov.au/TrainingComponentFiles/SIR/SIRXPDK001_AssessmentRequirements_R1.docm</a></li> </ul>	<i>SITXPDK001 Advise on products and services</i>	<b>Observation checklist</b>	<input type="checkbox"/>	
			<b>Short Answer Questions</b>	<input checked="" type="checkbox"/>	SITXPDK001-SA
			<b>Case study/ Scenario</b>	<input checked="" type="checkbox"/>	SITXPDK001-CS
			<b>Third party report</b>	<input checked="" type="checkbox"/>	SITXPDK001-TP



<b>Unit 4</b>	<b>SITXCCS003 Interact with customers</b>				
Estimated duration	3 weeks	Unit/s for which evidence will be gathered	Evidence-gathering techniques used		Evidence-gathering tool code
Description <i>(summary)</i>	<ul style="list-style-type: none"> <li>Greet and serve customers.</li> <li>Work with others to deliver service.</li> <li>Provide feedback on customer service.</li> <li><a href="https://training.gov.au/TrainingComponentFiles/SIT/SITXCCS003_AssessmentRequirements_R1.docm">https://training.gov.au/TrainingComponentFiles/SIT/SITXCCS003_AssessmentRequirements_R1.docm</a></li> </ul>	SITXCCS003 Interact with customers	Observation checklist	<input type="checkbox"/>	
			Short Answer Questions	<input checked="" type="checkbox"/>	SITXCCS003-SA
			Case study/ Scenario	<input checked="" type="checkbox"/>	SITXCCS003-CS
			Third party report	<input checked="" type="checkbox"/>	SITXCCS003-TP