MATRIX Provide visitor information SITXCCS002

KBT = *Knowledge based test*
PD = *Practical demonstration*
RP = *Role play*
PRO = *Project/portfolio*
AC = *Activities*
AS =*Assignment*

Element		Performance Criteria	Assessment tool			
			KBT	**AC**	**PRO**	**PD**
1. Access and update visitor information	1.1	Identify and access sources of visitor information	Q1, 2	✓	1	
	1.2	Obtain general information on local facilities, products and services to meet different visitor needs	Q3, 11	✓	1	✓
	1.3	Share information with colleagues to support the efficiency and quality of service	Q4a, 4b		1	
	1.4	Identify and use **opportunities to update and maintain local area knowledge**	Q1, 4b 11	✓	1	✓
2. Provide information to visitors	2.1	Identify specific information and assistance needs of visitors, including those with special needs	Q3, 5, 11	✓	1,2	✓
	2.2	Provide appropriate scope and depth of information to meet visitor needs	Q5, Q11	✓	1,2	✓
	2.3	Identify and use opportunities to promote internal products and services	Q6, 7		1,2	✓
3. Seek feedback on information provision	3.1	Proactively seek visitor feedback to ensure required information has been provided	Q8		2	✓
	3.2	Follow procedures for any formal visitor evaluation	Q9		2	✓
	3.3	Provide information on visitor feedback to relevant colleagues	Q10		2	

Foundation Skills		Assessment Tool			
		KBT	**AC**	**PRO**	**PD**
Reading skills to:	• interpret sometimes detailed product and local area information • research, sort and use relevant information.	Q1,2,7	✓	1	
Writing skills to:	• record simple notes and basic information on local facilities, products and services for visitors.	Q9,10	✓	1	
Oral communication skills to:	• listen and respond to range of visitor requests, asking questions to clarify and confirm.			2	✓
Learning skills to:	• review own knowledge of information required to assist visitors and participate in activities that continuously update it.		✓	1	

Knowledge Evidence	Assessment Tool			
Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this	**KBT**	**AC**	**PRO**	**PD**

•   sources of information on the available local area facilities, products and services:
 	
    • brochures
    • library
    • local council
    • local people and local identities with specialised knowledge
    • local visitor guide booklets and maps
    • online reservation systems
    • organisation information
    • organisation-designed information systems
    • principal supplier of a product
    • product library
    • room directories
    • social media websites
    • state or territory government tourism authority information systems
    • timetables
	Q1,2	✓	1	

•   information on the local area features:
 	
    • accommodation options
    • dining options
    • entertainment venues
    • local attractions
    • local personal services facilities
    • local shopping facilities
    • local transport options
    • organisation-specific information
    • road conditions
    • sporting facilities
    • tours, local outings and trips
    • travelling routes
    • weather conditions
	Q1,2,3	✓	1	

•   organisational service procedures and standards:
    • designated response times for acknowledging customers and their enquiry
    • personal presentation and hygiene standards
	Q12	✓	2	✓

• awareness of customs and practices of various social and cultural groups of visitors to assist with meeting visitor needs and expectations in regards to:
    • modes of greeting, farewelling and conversation
    • body language and body gestures
    • formality of language
    • clothing
	Q13,14		2	✓

• methods of collecting feedback:
    • formal:
        • surveys
        • interviews
        • structured questioning
    • informal:
        • observation
        • casual discussion
	Q8,9		2	✓

• organisational service procedures and standards.	Q5,9,10	✓	2	

Performance Evidence	Assessment Tool			
Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the conte job role, and:	**KBT**	**AC**	**PRO**	**PD**
• provide current, accurate and relevant information about local area features to three different visitors on three different occasions			2	✓
• provide above information and assistance in a culturally appropriate manner and according to organisational service standards			1, 2	✓
• extend personal knowledge of relevant facilities, products and services		✓	1	✓
• seek formal and informal feedback from visitors on above services			2	✓

Assessment Conditions	Assessment Tool			
Assessment must ensure access to:	**KBT**	**AC**	**PRO**	**PD**
• sources of information on the local area facilities, services and general products, and their availability		✓	1	
• organisational specifications for customer service standards	Q14		2	✓
• visitor surveys and feedback forms			2	

• visitors from different cultural backgrounds with whom the individual can interact; these can be:
 	
  • visitors to an industry workplace during the assessment process; or
  • individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation
			2	✓

Skills must be demonstrated in an operational customer service environment in a service based industry such as tourism, travel, hospitality or events where information is sourced and provided to visitors. This can be: • an industry workplace • a simulated industry environment			2	✓