





<b>SIT20122</b> <b>Certificate II in Tourism</b>	<b>Topics and alignment to units of competency to be covered during the Industry Placement:</b>	
	TOPIC	UNIT OF COMPETENCY
	Cultural Sensitivity	SITXCOM007 - Show social and cultural sensitivity
	Visitor Information	SITXCOM008 - Provide a briefing or scripted commentary SITXCCS010 - Provide visitor information
	WHS	SITXWHS005 - Participate in safe work practices
	Source industry information	SITTIND003 - Source and use information on the tourism and travel industry SITXCOM006 - Source and present information
	Events	CUA EVP211 - Assist with the staging of public activities or events
	Customer Service	SITXCCS009 - Provide customer information SITXCCS011 - Interact with customers

<b>CULTURAL SENSITIVITY</b>	
<b>SITXCOM007</b> <b>Show social and cultural sensitivity</b>  <b>Intentional Conversations:</b> <ul style="list-style-type: none"> <li>– How does the organisation communicate with customers and colleagues from diverse and cultural backgrounds?</li> <li>– How does the organisation address cross-cultural misunderstandings?</li> </ul>	<i>Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.</i>



**VISITOR INFORMATION**

**SITXCOM008**  
**Provide a briefing or scripted commentary**  
+  
**SITXCCS010**  
**Provide visitor information**

**Intentional Conversations:**

- In what situations are briefings and scripted commentaries used?
- How does the organisation identify specific information and assistance needs for visitors?
- Where do you source local information from to present to visitors?
- How does the organisation seek visitor feedback?

*Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.*

**WHS**

**SITXWHS005 Participate in safe work practices**

**Intentional Conversations:**

- What are some typical WHS issues the organisation may face?
- What practices do they administer for ongoing consultation, training employees and reporting issues and concerns?

*Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.*



**SOURCE INDUSTRY INFORMATION**

**SITTIND003**  
**Source and use**  
**information on the**  
**tourism and travel**  
**industry**  
**+**  
**SITXCOM006**  
**Source and present**  
**information**

**Intentional Conversations:**

- What are the main information sources used by the organisation to keep up to date and current in their industry?
- What are the current and emerging technologies in the industry?
- How do you implement these into your organisation?

*Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.*

**EVENTS**

**CUA EVP211**  
**Assist with the staging**  
**of public activities or**  
**events**

**Intentional Conversations:**

- What type of public events does the organisation host?
- What are some typical roles and how are they managed?
- What are some typical event specific documentation requirements?

*Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.*



<b>CUSTOMER SERVICE</b>	
<p><b>SITXCCS009</b> <b>Provide customer information</b></p> <p><b>+</b></p> <p><b>SITXCCS011</b> <b>Interact with customers</b></p> <p><b>Intentional Conversations:</b></p> <ul style="list-style-type: none"> <li>– How does the organisation communicate information about its products, services, facilities to its customers?</li> <li>– How does the organisation seek feedback? How do they report, record and present and action the feedback?</li> <li>– What are the organisation's main methods of customer service?</li> <li>– What are some typical customer service complaints/problems and how are these handled?</li> </ul>	<p><i>Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.</i></p>

<b>Supervisor Name</b>		<b>Supervisor Position</b>	
<b>Organisation Name</b>			
<b>Address</b>			
<b>Phone</b>		<b>Email</b>	
<b>Organisation Web or Social Media Address</b>			

***I am aware that Binnacle Training may contact the above organisation to confirm the validity of the information provided.***

<b>Supervisor Signature</b>		<b>Date</b>	
<b>Supervisor Comments/ Feedback</b>			