UNIT TITLE: DEVELOP AND UPDATE LOCAL KNOWLEDGE	NOMINAL HOURS: 30

UNIT NUMBER: D1.HRS.CL1.06   D1.HOT.CL1.09   D2.TTA.CL2.11

UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to develop and update local knowledge in a range of settings within the in the hotel and travel industries workplace context.

ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
Element 1: Develop local knowledge **1.1** Identify and access sources for *information* on the local area, correctly **1.2** Identify and obtain *information* to assist queries on local/national tourism industry, correctly **1.3** Store and update *information* according to enterprise procedures **1.4** Share *information* with colleagues **Element 2: Update local knowledge** **2.1** Use *informal and/or formal research* to update local knowledge **2.2** Share updated knowledge with customers and colleagues, as appropriate **2.3** Incorporate the sharing of local knowledge into day to day working activities	**Unit Variables** The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. This unit applies to all industry sectors that require the worker to develop and update local knowledge to be applied within the labor divisions of the hotel and travel industries and may include: 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation *Information* may include: • general information on the tourism industry • local tourism destinations, facilities, infrastructure and modes of transportation • tourism products, services, facilities, rates • environmental issues • local transport • local attractions, tours, events, places of interest • local customs.

Element 3: Maintain contact with local communities **3.1** Provide accurate local tourism information in response to queries **3.2** Use local knowledge to promote *tourism products and services* to encourage usage and purchase **3.3** Make customers aware of possible extras, add-ons and further benefits **3.4** Report queries and results to designated person within enterprise for follow-up purposes	*Informal and/or formal research* may include: • networking activities • familiarization activities • internet research • travel and tourism literature. *Tourism products and services* may include: • destinations • facilities • accommodation • attractions, tours, places of interest • transportation. **Assessment Guide** The following skills and knowledge must be assessed as part of this unit: • knowledge of the enterprise's polices and procedures in regard to developing and updating local knowledge • knowledge of the enterprise's policies and procedures in regard to sharing local knowledge and responding to queries • demonstrated ability to provide accurate local tourism information regarding the local environment in response to queries relevant to job role • ability to source information • ability to store and maintain information. **Linkages to other units** • Maintain hospitality industry knowledge • Maintain tourism industry knowledge • Work effectively with colleagues and customers.

Critical Aspects of Assessment

Evidence of the following is essential:

- the ability to identify and promote local tourism products and services
- the ability to source accurate and current information on the local area
- the ability to apply general knowledge of the local area to answer commonly asked customer questions, relevant to the job role

Context of Assessment

This unit may be assessed on or off the job:

- assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area or area of responsibility

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving
- role plays
- third party reports completed by a supervisor
- project and assignment work

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively
Level 2 = competence to manage tasks
Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	1	Interpret procedures correctly
Communicating ideas and information	2	Interact with customers; promote local tourism products and services
Planning and organizing activities	2	Prioritize actions
Working with others and in teams	1	Identify opportunities for designated person to take follow-up action
Using mathematical ideas and techniques	-	
Solving problems	1	Use relevant enterprise procedures to resolve problems
Using technology	1	Use internet to identify and obtain sources of local knowledge