

**CARAVAN INDUSTRY NATIONAL COMPETENCY  
STANDARDS**

**GENERAL  
GENERAL ADMINISTRATION**



## Unit THHGGA01A

### Communicate on the Telephone

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**Unit Descriptor** This unit deals with the skills and knowledge required to effectively communicate on the phone. It is an essential skill for large numbers of people working in all sectors of the tourism and hospitality industries

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<b>Element</b>	<b>Performance Criteria</b>
<b>1 Respond to incoming telephone calls</b>	<ul style="list-style-type: none"><li>• Calls are answered promptly, clearly and politely in accordance with enterprise standards.</li><li>• Friendly assistance is offered to the caller, and the purpose of the call is accurately established.</li><li>• Details are repeated to the caller to confirm understanding.</li><li>• Callers enquiries are answered or transferred promptly to the appropriate location/person.</li><li>• Requests are accurately recorded and passed to the appropriate department/person for follow-up.</li><li>• Where appropriate, opportunities are taken to promote enterprise products and services.</li><li>• Messages are accurately relayed to the nominated person within designated timelines.</li><li>• Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.</li></ul>
<b>2 Make telephone calls</b>	<ul style="list-style-type: none"><li>• Correct telephone numbers are obtained.</li><li>• Purpose of the call is clearly established prior to calling.</li><li>• Equipment is used correctly to establish contact</li><li>• Names, company and reason for calling are clearly communicated.</li><li>• Telephone manner is polite and courteous at all times.</li></ul>

### ***Range of Variables***

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- This unit applies to all tourism and hospitality sectors.
- Telephone communication may take place in a range of different contexts including but not limited to:
  - office
  - reception area
  - on tour
  - on site
  - on mobile phone
  - with customers
  - with colleagues.

## *Evidence Guide*

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### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - knowledge of specific telephone system operation
  - knowledge of enterprise products and services
  - oral communication skills
  - basic written skills for taking messages.

### **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. This should be supported by a range of methods to assess underpinning knowledge.

### **Critical Aspects of Assessment:**

- Look for:
  - ability to correctly use telephone equipment
  - ability to provide courteous and friendly telephone service
  - clarity in oral communication.

### **Linkages to Other Units:**

- This unit underpins effective performance in a range of other units. It is recommended that this unit is delivered/assessed in conjunction with other customer service-based units. These units should be selected to suit the specific sector and workplace.
- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	2
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

***Unit THHGGA02A***

***Perform Clerical Procedures***

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**Unit Descriptor**                      This unit deals with the skills and knowledge required to complete a range of routine office procedures.

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<b>Element</b>	<b>Performance Criteria</b>
<b>1      Process office documents</b>	<ul style="list-style-type: none"><li>• Documents are processed in accordance with enterprise procedures within designated timelines.</li><li>• Office equipment is correctly used to process documents.</li><li>• Malfunctions of office equipment are promptly identified and rectified or reported, in accordance with enterprise procedures.</li></ul>
<b>2      Draft correspondence</b>	<ul style="list-style-type: none"><li>• Text is written using clear and concise language.</li><li>• Spelling, punctuation and grammar are correct.</li><li>• Information is checked for accuracy prior to sending.</li></ul>
<b>3      Maintain document systems</b>	<ul style="list-style-type: none"><li>• Documents are filed/stored in accordance with enterprise security procedures.</li><li>• Reference and index systems are modified and updated in accordance with enterprise procedures.</li></ul>

## *Range of Variables*

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- This unit applies to all tourism and hospitality sectors.
- Processing of documents may include but is not limited to:
  - recording receipt or sending of documents
  - filing
  - mailing (including bulk mailing)
  - photocopying
  - faxing
  - e-mailing
  - collating
  - binding.
- Office documents may include but are not limited to:
  - guest mail
  - customer records
  - incoming and outgoing correspondence
  - files
  - letters
  - facsimiles
  - memos
  - reports
  - menus
  - banquet orders
  - financial records
  - invoices
  - receipts.
- Office equipment may include but is not limited to:
  - photocopier
  - facsimile
  - paging equipment
  - calculator
  - audio-transcribing machine
  - telephone answering machines.

### ***Evidence Guide***

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#### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - range and capability of office equipment
  - written communication
  - basic numeracy skills
  - layout and features of typical business documents
  - typical office procedures as appropriate to industry sectors
  - chemicals used in office equipment.

#### **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. This should be supported by a range of methods to assess underpinning knowledge.

#### **Critical Aspects of Assessment:**

- Look for:
  - ability to accurately process a range of office documentation within enterprise acceptable timeframes
  - easily understood and error-free texts.

#### **Linkages to Other Units:**

- This unit should be assessed with or after the following units:
  - THHGCT01A Access and Retrieve Computer Data.
- This unit underpins performance in a range of other office-based units.
- Depending upon the industry sector and workplace, combined assessment/training may be appropriate.
- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.



<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

**Unit THHGGA03B**

**Source and Present Information**

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Unit Descriptor                      This unit deals with the skills and knowledge required to source and present information in response to an identified need. The presentation could be verbal or written. The development of more complex/strategic reports is covered in the unit “Prepare Business Documents”.

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<b>Element</b>	<b>Performance Criteria</b>
<b>1      Find information</b>	<ul style="list-style-type: none"><li>• A range of current and accurate information sources is correctly identified.</li><li>• Information sources are accessed and assessed for relevance and applicability.</li><li>• Information is obtained within designated timelines.</li></ul>
<b>2      Prepare and present information</b>	<ul style="list-style-type: none"><li>• Information is reviewed and selected to suit the specific need.</li><li>• Where appropriate, text is drafted to include all appropriate information.</li><li>• When presented, the range of information provided is structured and expressed in a clear and concise manner.</li><li>• Information is presented in a professional manner appropriate to the circumstance.</li><li>• Information is made available to the appropriate person within designated timelines.</li></ul>
<b>3      Record and store information</b>	<ul style="list-style-type: none"><li>• Information recorded is accurate, complete and legible.</li><li>• Information is recorded and stored using accepted formats, systems and procedures and can be retrieved promptly when required.</li><li>• New methods of recording and storing information are suggested or introduced as needed.</li></ul>

## ***Range of Variables***

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- This unit applies to all tourism and hospitality sectors.
- Information may include but is not limited to:
  - information from product suppliers
  - information from other departments in the enterprise
  - customer service research
  - information on new workplace systems.

### *Evidence Guide*

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#### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - basic research skills:
    - identification of information required
    - questioning techniques to elicit information
    - note-taking
    - sorting and processing information
  - written and oral communication skills in relation to issues within the broad general experience and expertise of the individual.

#### **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. This should be supported by a range of methods to assess underpinning knowledge.

#### **Critical Aspects of Assessment:**

- Look for:
  - ability to find, review and present information on topics within the broad general experience and expertise of the individual.

#### **Linkages to Other Units:**

- This unit underpins effective performance in a range of other units.
- Combined assessment/training is recommended with units such as:
  - THTTCO01A      Develop and Update Tourism Industry Knowledge  
(Tourism Training Package)
  - THTSOP02A      Source and Provide Destination Information and Advice  
(Tourism Training Package)
  - THTSOP03A      Access and Interpret Product Information  
(Tourism Training Package).
- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	1
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	-
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

**Unit THHGGA04A**

***Prepare Business Documents***

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Unit Descriptor	This unit deals with the skills and knowledge required to prepare a range of business documents in different tourism and hospitality contexts. It relates to the documents commonly prepared by specialist operators, supervisors and managers in all sectors of the industry.
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<b>Element</b>	<b>Performance Criteria</b>
<b>1 Determine document requirements</b>	<ul style="list-style-type: none"><li>• Requirements and objectives are clearly defined in consultation with appropriate colleagues.</li><li>• Specialist assistance is obtained, where appropriate, within budget parameters.</li></ul>
<b>2 Conduct research</b>	<ul style="list-style-type: none"><li>• Research is conducted according to scope of the project.</li><li>• Informal and formal data collection methods are employed as appropriate.</li><li>• Data is analysed and assessed for relevance prior to incorporation in document.</li></ul>
<b>3 Prepare document</b>	<ul style="list-style-type: none"><li>• Document structure and content are developed to reflect objectives.</li><li>• A range of written presentation and graphic techniques is used to enhance the impact and effectiveness of the information presented.</li><li>• Information is expressed in a manner which takes account of the impact of the document on the intended audience.</li><li>• Key issues are identified and analysed.</li><li>• Recommendations for action are included where appropriate.</li><li>• Quality of information is reviewed and adjusted where necessary.</li><li>• Text is checked for accuracy prior to finalisation.</li><li>• Document presentation is appropriate for the intended audience.</li></ul>

- 4 Follow up document**
- Documents are presented circulated as appropriate.
  - Presentation/circulation is followed up with appropriate action.
  - Any recommendations are reviewed and actioned according to agreed priorities.
  - Actions are undertaken in full consultation with colleagues.
  - Where appropriate, submissions are made to management regarding implementation of document recommendations.

## ***Range of Variables***

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- This unit applies to all tourism and hospitality sectors.
- This unit relates to the development of a range of documents commonly prepared by specialist operators, supervisors and managers in all sectors of industry.
- Business documents may include but are not limited to:
  - reports
  - submissions
  - proposals
  - tenders.



## ***Evidence Guide***

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### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - written communication including expression and explanation of varied and complex issues
  - research skills including research outside the immediate experience and expertise of the individual
  - report development and presentation techniques.

### **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. This should be supported by a range of methods to assess underpinning knowledge.

### **Critical Aspects of Assessment:**

- Look for:
  - ability to develop a range of business documents commonly used in the relevant sector of the tourism and hospitality industry within enterprise accepted timelines
  - clear communication of ideas and concepts
  - professional presentation.

### **Linkages to Other Units:**

- This unit underpins effective performance in a range of other units. As such this unit could be delivered/assessed in conjunction with appropriate units. Examples may include but are not limited to:
  - other general administration units (THHGGA05A,THHGGA08,THHGGA09A)
  - most leadership units
  - most sales and marketing units.
- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

## **Competency Standards**

<b>Key Competencies in this Unit</b>	<b>LEVEL</b>
Collecting, Organising and Analysing Information	3
Communicating Ideas and Information	3
Planning and Organising Activities	2
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	-
Solving Problems	2
Using Technology	2

**Unit THHGGA05A****Plan and Manage Meetings**

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Unit Descriptor                      This unit deals with the skills and knowledge required to plan and co-ordinate meetings.

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<b>Element</b>	<b>Performance Criteria</b>
<p><b>1     Plan and prepare for meetings</b></p>	<ul style="list-style-type: none"> <li>• Need for meetings and relevant participants are identified.</li> <li>• Meeting arrangements are made in accordance with requirements and within designated timelines.</li> <li>• Agendas are developed according to the purpose of the meeting.</li> <li>• Information on agenda items is obtained or researched to allow for informed discussion at the meeting.</li> <li>• Where appropriate, meeting papers are prepared and dispatched to participants within appropriate timeframes.</li> </ul>
<p><b>2     Conduct meetings</b></p>	<ul style="list-style-type: none"> <li>• Meetings are chaired in accordance with enterprise procedures and meeting protocols.</li> <li>• Appropriate interpersonal and communication styles are used to encourage open and constructive communication.</li> <li>• Agreement about meeting goals and conduct is reached.</li> <li>• Information and ideas are presented clearly and concisely.</li> <li>• All participants are given the opportunity to contribute.</li> <li>• Meetings are managed to maintain focus on agreed goals.</li> <li>• Meetings are conducted within agreed times or adjusted with the agreement of participants.</li> <li>• Minutes of the meeting are accurately recorded where appropriate.</li> </ul>
<p><b>3     Debrief and follow up meetings</b></p>	<ul style="list-style-type: none"> <li>• Documentation from meetings is correctly processed and distributed.</li> <li>• Colleagues are informed regarding outcomes of meetings.</li> <li>• Work resulting from meetings is incorporated into the current work schedule with tasks prioritised and actioned as appropriate.</li> </ul>

## ***Range of Variables***

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- This unit applies to all tourism and hospitality sectors.
- Types of meetings may include but are not limited to:
  - informal
  - formal
  - one-off
  - regular.

## ***Evidence Guide***

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### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - standard meeting procedures and protocols
  - meeting management
  - written and oral communication skills in specific relation to the conduct of meetings.

### **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. Simulation should include actual conduct of a meeting. This should be supported by a range of methods to assess underpinning knowledge.

### **Critical Aspects of Assessment:**

- Look for:
  - ability to effectively plan and administer meetings
  - ability to use effective communication skills in the conduct of meetings.

### **Linkages to Other Units:**

- This unit should be assessed with or after the following units:
  - THHGCS03A Deal with Conflict Situations.
- This unit underpins effective performance in a range of other units. As such this unit could be delivered/assessed in conjunction with appropriate units. Examples may include but are not limited to:
  - THHGLE01A Monitor Work Operations
  - THHGLE03A Develop and Implement Operational Plans
  - THHGLE08A Lead and Manage People.
- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

## **Competency Standards**

<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	3
Planning and Organising Activities	2
Working with Others and in Teams	3
Using Mathematical Ideas and Techniques	1
Solving Problems	2
Using Technology	1

## Unit THHGA06A

### Receive and Store Stock

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Unit Descriptor This unit deals with the skills and knowledge required to receive and store stock in a range of tourism and hospitality enterprises. It focuses on the general stock handling procedures required in many different contexts.

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<b>Element</b>	<b>Performance Criteria</b>
<p><b>1 Take delivery of stock</b></p>	<ul style="list-style-type: none"> <li>• Incoming stock is accurately checked against orders and delivery documentation in accordance with enterprise procedures.</li> <li>• Variations are accurately identified, recorded and communicated to the appropriate person.</li> <li>• Items are inspected for damage, quality, use-by dates, breakages or discrepancies, and records are made in accordance with enterprise policy.</li> </ul>
<p><b>2 Store stock</b></p>	<ul style="list-style-type: none"> <li>• All stock is promptly and safely transported to the appropriate storage area without damage.</li> <li>• Stock is stored in the appropriate location within the area and in accordance with enterprise security procedures.</li> <li>• Stock levels are accurately recorded in accordance with enterprise procedures.</li> <li>• Stock is labelled in accordance with enterprise procedures.</li> </ul>
<p><b>3 Rotate and maintain stock</b></p>	<ul style="list-style-type: none"> <li>• Stock is rotated in accordance with enterprise policy.</li> <li>• Stock is moved in accordance with safety and hygiene requirements.</li> <li>• Quality of stock is checked and reported.</li> <li>• Excess stock is placed in storage or disposed of in accordance with enterprise policy.</li> <li>• Stock area is maintained in accordance with enterprise and/or government requirements and problems promptly identified and reported.</li> <li>• Stock recording systems are used in accordance with speed and accuracy requirements.</li> </ul>

## ***Competency Standards***

### ***Range of Variables***

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- This unit applies all tourism and hospitality sectors.
- This unit may apply to stock received from both internal and external suppliers.
- Stock control systems may be:
  - manual
  - computerised.
- Stock may include but is not limited to:
  - food
  - beverage
  - equipment
  - linen
  - stationery
  - brochures
  - vouchers and tickets
  - souvenir products.



## ***Evidence Guide***

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### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - principles of stock control
  - common examples of stock control documentation and systems in the tourism and hospitality industries
  - stock security systems
  - safe lifting and handling procedures
  - basic knowledge of relevant stock.

### **Context of Assessment:**

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where actual receipt and storage of stock can be demonstrated. This should be supported by assessment of underpinning knowledge.

### **Critical Aspects of Assessment:**

- Look for:
  - ability to efficiently and safely receive and store stock in the appropriate industry context
  - knowledge of safety and security issues.
- For those individuals working in an environment dealing with the storage of food and beverage, evidence must also include a demonstrated understanding of the relevant health and hygiene issues to be considered.

### **Linkages to Other Units:**

- This unit has a very strong link to a wide number of other operational units. Receipt and storage of stock is undertaken by people working in all sectors of the tourism and hospitality industry. As such combined assessment/training with a range of other units may be appropriate. These units should be selected to suit the specific industry sector and workplace.
- In a kitchen, restaurant or bar environment this unit should be assessed with or after the following unit:
  - THHHS01A            Follow Workplace Hygiene Procedures.

## **Competency Standards**

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	1
Planning and Organising Activities	1
Working with Others and in Teams	1
Using Mathematical Ideas and Techniques	1
Solving Problems	1
Using Technology	1

## Unit THHGGA07A

### Control And Order Stock

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Unit Descriptor	This unit deals with the skills and knowledge required to control and order stock in a range of tourism and hospitality enterprises.
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Element	Performance Criteria
1 <b>Maintain stock levels and records</b>	<ul style="list-style-type: none"> <li>• Stock levels are monitored and maintained at levels prescribed by enterprise levels.</li> <li>• Stock security systems are monitored and adjusted as required.</li> <li>• Stock re-order cycles are maintained, monitored and adjusted as required.</li> <li>• Colleagues are informed of their individual responsibilities in regard to recording of stock.</li> <li>• Stock storage and movement records are maintained in accordance with enterprise procedures.</li> <li>• Stock performance is monitored and fast/slow selling items are identified and reported in accordance with enterprise procedures.</li> </ul>
2 <b>Organise and administer stocktakes</b>	<ul style="list-style-type: none"> <li>• Stocktakes are organised at the appropriate time and responsibilities allocated to staff.</li> <li>• Accurate reports on stocktake data are produced within designated timelines.</li> </ul>
3 <b>Identify stock losses</b>	<ul style="list-style-type: none"> <li>• Losses are accurately identified, recorded and assessed against potential loss forecast on a regular basis.</li> <li>• Losses are reported in accordance with enterprise procedure.</li> <li>• Avoidable losses are identified and reasons are established.</li> <li>• Solutions are recommended and implemented to prevent future avoidable losses.</li> </ul>
4 <b>Process stock orders</b>	<ul style="list-style-type: none"> <li>• Orders for stock are accurately processed in accordance with enterprise procedures.</li> <li>• Stock ordering and recording systems are accurately maintained.</li> <li>• Purchase and supply agreements are correctly used and appropriate details recorded.</li> </ul>

## **Competency Standards**

### **5 Follow up orders**

- Delivery process is monitored to meet agreed deadlines.
- Liaison is undertaken with colleagues and suppliers to ensure continuity of supply.
- Routine supply problems are followed up or referred to the appropriate person in accordance with enterprise policy.
- Stock is distributed in accordance with agreed allocations.

## ***Range of Variables***

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- This unit applies to all tourism and hospitality sectors.
- This unit may apply to stock from both internal and external suppliers.
- Stock control systems may be:
  - manual
  - computerised.
- Stock may include but is not limited to:
  - food
  - beverage
  - equipment
  - linen
  - stationery
  - brochures
  - vouchers and tickets
  - souvenir products.

### *Evidence Guide*

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#### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - stock level maintenance techniques as appropriate to industry sector
  - typical stocktaking procedures as appropriate to industry sector
  - stock recording systems
  - stock security systems.

#### **Context of Assessment:**

- This unit must be assessed through practical demonstration on the job or in a simulated workplace environment where the candidate is able to demonstrate ongoing control of stock. This should be supported by assessment of underpinning knowledge.

#### **Critical Aspects of Assessment:**

- Look for:
  - ability to maintain continuous stock supply within a specific tourism and hospitality context
  - ability to meet accuracy and speed requirements for completion and maintenance of stock records.

#### **Linkages to Other Units:**

- This unit should be assessed with or after the following unit:
  - THHGGA06A      Receive and Store Stock.
- In many situations a range of other area specific operational units would be required in order to successfully complete this unit. These will vary according to the industry sector and individual workplace.
- This unit also has a very strong link to a wide number of other operational units. Stock control and ordering is undertaken by people working in all sectors of the tourism and hospitality industry. As such combined assessment/training with a range of other units may be appropriate. These units should be selected to suit the specific industry sector and workplace.
- In some industry sectors this unit is carried out by team leaders or supervisors, and in these instances combined assessment/training with units such as THHGLE01 Monitor Work Operations may be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	2
Planning and Organising Activities	3
Working with Others and in Teams	2
Using Mathematical Ideas and Techniques	2
Solving Problems	2
Using Technology	2

**Unit THHGGA08A**

***Plan and Establish Systems and Procedures***

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Unit Descriptor                      This unit deals with the skills and knowledge required to develop and implement new ways of doing things in the workplace. While it involves elements of planning, the focus of this planning is on short term operational strategies to achieve workplace goals.

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<b>Element</b>	<b>Performance Criteria</b>
<b>1     Plan systems and procedures</b>	<ul style="list-style-type: none"><li>• System and procedural requirements are identified and clarified through workplace monitoring and ongoing consultation with colleagues and customers.</li><li>• Problem areas are identified and prompt action is taken.</li><li>• Possible responses are identified and developed in consultation with colleagues.</li><li>• Responses take account of immediate operational needs and enterprise goals.</li><li>• Human and financial resources issues are taken into consideration.</li></ul>
<b>2     Establish systems and procedures</b>	<ul style="list-style-type: none"><li>• Advance notice of new systems and procedures is provided to colleagues.</li><li>• Systems and procedures are introduced to the workplace in a manner which causes minimum disruption to customers and colleagues.</li><li>• Training and support are provided as required.</li></ul>
<b>3     Review systems and procedures</b>	<ul style="list-style-type: none"><li>• Efficiency and effectiveness of systems are monitored in the workplace.</li><li>• Suggestions for improvements are sought from colleagues at all levels.</li><li>• Adjustments are promptly made.</li></ul>



## ***Range of Variables***

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- This unit applies to all tourism and hospitality sectors.
- Systems and procedures may include but are not limited to:
  - customer service procedures
  - bar or restaurant procedures
  - kitchen systems
  - housekeeping systems
  - office administration systems
  - reservations procedures.

### *Evidence Guide*

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#### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - basic principles of planning
  - in-depth knowledge of the area in which systems/procedures are to be introduced
  - legislative framework within which the enterprise must operate.

#### **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. Portfolios of evidence relating to workplace experience may be appropriate. Simulated activities must reflect closely the workplace and may need to take place over a period of time to allow the candidate to address the ongoing implementation and monitoring aspects of this unit. This should be supported by a range of methods to assess underpinning knowledge.

#### **Critical Aspects of Assessment:**

- Look for:
  - ability to develop and implement system/procedures within a specific tourism and hospitality context
  - knowledge of the process to be applied for successful development and implementation
  - knowledge of the issues that may arise in the development and implementation of systems and procedures.

#### **Linkages to Other Units:**

- This is a unit that underpins effective performance in a range of other units. As such this unit could be delivered/assessed in conjunction with appropriate units. Examples may include but are not limited to:
  - THHGLE01A Monitor Work Operations
  - THHGTR03A Prepare For Training
  - THHGLE07A Recruit And Select Staff
  - THHGLE08A Lead and Manage People.
- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	3
Communicating Ideas and Information	3
Planning and Organising Activities	3
Working with Others and in Teams	3
Using Mathematical Ideas and Techniques	1
Solving Problems	2
Using Technology	2

**Unit THHGGA09A**  
**Manage Projects**

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Unit Descriptor                      This unit deals with the skills and knowledge required to manage major projects within a tourism or hospitality context. This unit has particular relevance for meetings and event management activities.

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<b>Element</b>	<b>Performance Criteria</b>
<b>1     Plan project</b>	<ul style="list-style-type: none"><li>• Project scope and objectives are developed in consultation with appropriate colleagues and customers.</li><li>• A resource strategy for the project is developed.</li><li>• Administrative structure for the project is planned and created.</li><li>• Project responsibilities are agreed upon and clearly communicated to all those involved.</li><li>• Internal and external communications, public relations and marketing strategies are planned in conjunction with appropriate colleagues.</li><li>• Evaluation methods suitable to the project are agreed.</li><li>• An overall project management plan is developed and communicated to appropriate colleagues.</li><li>• Key project milestones are identified and communicated.</li></ul>
<b>2     Administer and monitor project</b>	<ul style="list-style-type: none"><li>• Project strategies are implemented and monitored in conjunction with project team members.</li><li>• Support and assistance is provided to team members as appropriate.</li><li>• Sound interpersonal and communication styles are employed to build trust and respect within the project team.</li><li>• Progress against project goals is assessed and reviewed in consultation with project team members.</li><li>• Additional resource requirements are assessed and action taken accordingly.</li><li>• Financial control systems are implemented and monitored according to project guidelines.</li><li>• Regular reports on project progress are provided to all appropriate colleagues/customers.</li><li>• The project is finalised within agreed time lines.</li></ul>

**3 Evaluate project**

- Agreed evaluation methods are used to assess the effectiveness of the project at specified stages.
- Evaluation takes account of agreed goals and priorities.
- Project evaluation involves project team members, appropriate colleagues and customers.
- Results of evaluation are incorporated into ongoing project management.
- Information from project evaluation is shared with appropriate colleagues and incorporated into future planning.

***Range of Variables***

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- This unit applies to all hospitality and tourism sectors.
- Projects may include but are not limited to:
  - conferences and meetings
  - promotional or other events
  - introduction of new technology or systems
  - product development
  - research projects
  - ongoing business projects.

## *Evidence Guide*

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### **Underpinning Skills and Knowledge:**

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - project management processes and systems
  - in-depth knowledge of nature of the project being managed including internal and external issues to be considered
  - skills in the areas of planning, leadership, finance and administration (covered in other units).

### **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. Portfolios of evidence relating to workplace experience may be appropriate. Simulated activities must closely reflect the workplace and may need to take place over a period of time to allow the candidate to address the ongoing implementation and monitoring aspects of this unit. This should be supported by a range of methods to assess underpinning knowledge.

### **Critical Aspects of Assessment:**

- Look for:
  - ability to effectively plan, administer, monitor and evaluate a tourism/hospitality based project. This will include evidence of skills in planning, administration, financial management and leadership
  - understanding of the critical elements of effective project management.

### **Linkages to Other Units:**

- This unit should be assessed with or after the following units:
  - THHGLE03A      Develop and Implement Operational Plans
  - THHGLE08A      Lead and Manage People
  - THHGLE14A      Prepare and Monitor Budgets.
- Combined training/assessment may be appropriate.
- Please note that because this unit integrates a number of skills found in other units, care should be taken to avoid duplication in training/assessment.
- Care should be taken in developing training to meet the requirements of this unit. For generic pre-vocational training, organisations should provide training which takes into consideration the full range of industry contexts with no bias towards individual sectors. The Range of Variables will assist in this regard. For sector-specific delivery, training should be tailored to meet the needs of that sector.

## **Competency Standards**

<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	3
Communicating Ideas and Information	3
Planning and Organising Activities	3
Working with Others and in Teams	3
Using Mathematical Ideas and Techniques	2
Solving Problems	3
Using Technology	1



**Unit THHGGA10A**  
**Monitor and Obtain Materials and Services**

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Unit Descriptor                      This unit deals with the skills and knowledge required to monitor and maintain materials and services in a caravan park context.

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<b>Element</b>	<b>Performance Criteria</b>
<p><b>1      Monitor availability of consumables and equipment</b></p>	<ul style="list-style-type: none"> <li>• Consumables monitored for signs of deterioration and/or depletion, recommendations made for orders to be placed and necessary records kept in accordance with organisation guidelines.</li> <li>• Storage facilities for consumables are maintained according to manufacturer’s instructions and organisation guidelines.</li> <li>• Equipment is checked for availability for time of anticipated use.</li> </ul>
<p><b>2      Obtain consumables and equipment</b></p>	<ul style="list-style-type: none"> <li>• Consumables are re-ordered when needed or in anticipation of increased requirements in accordance with organisation guidelines and sound stock management principles.</li> <li>• Equipment and materials are priced and purchased in accordance with organisation purchasing plan.</li> <li>• Equipment is hired, leased or borrowed for period of anticipated use.</li> </ul>
<p><b>3      Acquire contractor services</b></p>	<ul style="list-style-type: none"> <li>• Occasions to arrange contractors are judged according to the:               <ul style="list-style-type: none"> <li>• size/scope</li> <li>• nature of the job</li> <li>• competence of available staff</li> <li>• requirements of the organisation.</li> </ul> </li> <li>• Quotes are arranged, when appropriate, in accordance with organisation guidelines.</li> <li>• Contractors engaged for the supply of a service in accordance with organisation guidelines and government regulation.</li> <li>• Documentation is completed according to organisation requirements and mutual satisfaction.</li> </ul>

## **Competency Standards**

### **.5 Supervise financial transactions**

- Expenditure arranged within budget delegations.
- Expenditure recorded to organisation requirements.
- Organisation budget and financial reports checked.
- Expenditure adjusted to meet financial targets.
- Potential variations in budgeted income are reported to organisation requirements.

## *Range of Variables*

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- Type and range of contractor services.
- Type and range of consumables.
- Situations that may lead to increased organisation requirements may include:
  - seasonal needs
  - marketing changes
  - increased/decreased workload.
- Budget elements may include:
  - projected expenditure by item
  - projected income by source
  - cash flow budgets
  - budget delegations
  - variation and review procedures
  - credit and credit limits
  - security measures
  - reporting mechanisms.
- Comparisons between planned and actual performance comprise actual budget cash flow and planned cash flow and similar statements from previous planning periods.
- Periods may be paper based or use EDP devices.

### ***Evidence Guide***

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#### **Underpinning Skills and Knowledge:**

- Evidence is required of the knowledge of:
  - banking routines
  - cash flow analysis and records
  - costing mechanisms
  - forecasting mechanisms
  - recording systems
  - records of receipts and expenditure
  - work reports.
- Skills demonstrated include:
  - analysis and decision making
  - negotiation
  - observation and measurement
  - recording and reporting.

#### **Context of Assessment:**

- This unit can be assessed on or off the job. Assessment should include practical assessment either in the workplace or through simulation. This should be supported by a range of methods, with access to all necessary equipment and material to assess underpinning knowledge.
- In all cases it is expected that the practical assessment will be supported by targeted questioning to assess underpinning knowledge. Questioning should be undertaken in such a manner as is appropriate to the required language and literacy levels of the operator.

#### **Critical Aspects of Assessment:**

- Evidence should include a demonstrated ability to make cost effective judgements. Knowledge of organisation procedures and budget specifications are essential.

#### **Linkages to Other Units:**

- There is a strong link between this unit and a range of service and operational units, many of which are incorporated in other caravan industry streams, particularly in Caravan Park Operations. Combined training and assessment may be appropriate.
  - THCS410A Operate Within a Financial Budget Framework

- Training delivery and training resources developed to support this unit should address specific workplace requirements and training methodologies linking co-assessment and pre-requisites.

<b>Key Competencies in this Unit</b>	<b>Level</b>
Collecting, Organising and Analysing Information	2
Communicating Ideas and Information	3
Planning and Organising Activities	3
Working with Others and in Teams	3
Using Mathematical Ideas and Techniques	2
Solving Problems	2
Using Technology	1