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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➢ compiling job descriptions and organising work structures

➢ recruitment

➢ determining training needs

➢ developing training and training resources/materials

➢ appraisals and skills assessment

➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: ***THHCOR3A***

<u>FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES</u>

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

Element	Performance Criteria
1 Follow workplace procedures on health, safety and security	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 Deal with emergency situations	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 Maintain safe personal presentation standards	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	    • Appropriate personal grooming and hygiene
	    • Appropriate clothing and footwear

4 Provide feedback on health, safety and security	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

<u>Range of Variables</u>
- This unit applies to all hospitality and tourism sectors:
- Health, Safety and Security procedures may include but are not limited to procedures for:
    - Fire prevention
    - Evacuation procedures
    - Safe sitting, lifting and handling

<u>Evidence Guide</u>
Underpinning Skills and Knowledge
- To demonstrate competence, evidence of skills and knowledge in the following is required:
    - Industry / sector insurance and liability requirements....

Context of Assessment
- This unit may be assessed on or off the job. Assessment should include........

Critical Aspects of Assessment
- Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......

Linkages to Other Units

- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Sidebar callouts:

Unit Code - Indicates the unit level

Unit Title - Statement of what you do in the workplace

Unit Descriptor

Provides additional general information about the unit

Elements

The building blocks which make up the unit

Performance Criteria

The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables

Provides guidelines on different situations and contexts

Evidence Guide

Shows the underpinning knowledge and skills needed for this unit

Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS

Competencies required in functional areas of the Hospitality Industry

Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors

Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING
Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

➢ common core unit identifier for Tourism and Hospitality "COR".

➢ hospitality core unit identifier "HCO".

➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

➢ general unit identifier "G".

➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➤ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➤ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➤ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➤ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➤ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHGCT01A

Access and Retrieve Computer Data

Unit Descriptor	This unit deals with the skills and knowledge required for basic data entry on a computer.

Element	**Performance Criteria**
1 Open file	• Computer is turned on/accessed correctly. • Appropriate software is selected or loaded from the menu. • File is correctly identified and opened. • Keyboard/mouse is operated within the designated speed and accuracy requirements.
2 Retrieve and amend data	• Data to be retrieved is located within the file. • Copy of the data is printed as required. • Information for editing is correctly identified. • Information is entered, changed or deleted using appropriate input device. • Data is regularly saved to avoid loss of information.
3 Close and exit files	• Files are closed and programs exited in accordance with procedures.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Computer systems and software programs will vary depending upon the enterprise.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - basic database functions
    - data entry
    - OHS guidelines for computer based 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 enter and amend data within designated timelines.

Linkages to Other Units:

- There is a strong link between this unit and a range of other clerical/office based units. Depending upon the industry sector and workplace combined training/assessment may be appropriate.

- For example, in enterprises with automated information/reservations systems assessment and training could be in conjunction with:
    - THHBFO01A Receive and Process Reservations (Hospitality Training Package)
    - THHSOP06A Receive and Process Reservations (Tourism Training Package)
    - THHSOP01A Operate an Automated Information System (Tourism Training Package).

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

Unit THHGCT02A

Produce Documents on Computer

Unit Descriptor	This unit deals with the skills and knowledge required to produce simple computer documents using a single word processing computer application.

Element	**Performance Criteria**
1 Create computer file	• Computer is correctly turned on/accessed. • Disks are formatted as appropriate. • Appropriate software is loaded or selected from the menu. • New file is opened, named and formatted as required. • Requirements are discussed and clarified with the person requesting the documents where appropriate.
2 Produce document from written or oral text	• Keyboard/mouse is operated within the designated speed and accuracy requirements. • Documents produced are an accurate reflection of original text. • Documents are produced in required style and format. • Documents are produced within designated timelines. • Document is saved regularly to avoid loss of data. • Spelling and grammar is checked. • Draft is proofread prior to printout.
3 Print and deliver document	• Print preview is used to check document for format and layout. • Appropriate stationery is loaded into the printer. • Document is printed as required. • Document is proof read and changes made as required. • Document is delivered to the appropriate person within designated timelines.
4 Save, exit and shutdown	• Files are saved, closed and programs are exited in accordance with specified procedures. • Disks/data is filed and stored in accordance with organisational procedures. • Back up files are made in accordance with specified procedures if required.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- This unit relates to the use of word processing software.

- Computer systems and software programs will vary depending upon the individual enterprise.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - appropriate computer systems
  - written communication skills
  - keyboarding skills
  - OHS guidelines for computer based equipment
  - working knowledge of at least one computer software program.

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 consistently produce accurate documents in a required format and within enterprise accepted time lines
  - understanding of various applications of software
  - speed and accuracy performed to enterprise standards: This may be the standard outlined in Standards Australia AS 2708-1991 typing speed or AS 3549-1989 typing accuracy.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGCT01A Access and Retrieve Computer Data.

- There is a strong link between this unit and a range of other clerical/office based units. Depending upon the industry sector and workplace, combined training/assessment may be appropriate. Examples may include but are not limited to:
  - THHGGA02A Perform Clerical Procedures
  - THHGGA03A Source and Present Written Information.

Key Competencies in this Unit	Level
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 THHGCT03A

Design and Develop Computer Documents, Reports and Worksheets

Unit Descriptor	This unit deals with skills and knowledge required to take responsibility for the set up and production of a computer documents using a range of software applications. Applications may be word processing, desktop publishing or spreadsheet applications.

Element	Performance Criteria
1 Determine presentation and format of document	• Software most appropriate to the nature of the document is selected from a range of options. • Layout and style of document are selected according to particular information and presentation requirements. • Document design is consistent with enterprise guidelines. • Document format is created ready for the entry of information. • Format and presentation are discussed and clarified with the person requesting the document. • Format and presentation takes account of the audience for whom the document is intended. •
2 Produce document	• Keyboard/mouse is operated within the design speed and accuracy requirements. • Documents are produced in required style and format. • Documents are produced within designated timelines. • Document is saved regularly to avoid loss of data. • Spelling and grammar is checked. • Draft is proofread prior to printout.

3	**Print and deliver document**	• Keyboard/mouse is operated within the designated speed and accuracy requirements.
		• All information is clearly and accurately presented using a broad range of software package functions.
		• Information from other documents within same software packages, or printed material is inserted as required.
		• Information from other software packages is integrated as required.
		• Documents are proof-read for accuracy and consistency.
		• Documents are edited as required.
		• Documents are saved regularly to avoid loss of data.
		• Layout is modified to improve appearance and meet required specification.
		• Documents are printed and presented according to requirements.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- This unit relates to the use of word processing, desktop publishing or spreadsheet software applications.

- Computer systems and software programs will vary depending upon the individual enterprise.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - appropriate computer systems
  - OHS guidelines relating to computer equipment
  - application of standard software programs for word processing, database and spreadsheet functions.

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 and produce professional, accurate, user friendly documents for a range of situations and contexts
  - appropriate formatting of documents.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGCT01A Access and Retrieve Computer Data
  - THHGCT02A Produce Documents On Computer.

- There is a strong link between this unit and a range of other general and area specific units. Depending upon the industry sector and workplace combined training/assessment may be appropriate. Examples may include but are not limited to:
  - THHGGA03A Research and Present Information
  - THHGGA04A Prepare Business Documents.

Key Competencies in this Unit	Level
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	2

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  ➢ Food and Beverage
  ➢ Gaming
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  ➢ Housekeeping
  ➢ Patisserie
  ➢ Commercial Catering
  ➢ Security
  ➢ General Units (covering a range of areas)

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➢ linkages between skills and industrial awards

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Unit Code - Indicates the unit level

Unit Title - Statement of what you do in the workplace

Unit Descriptor Provides additional general information about the unit

Element

1   Follow workplace procedures on health, safety and security

Performance Criteria
- Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements.
- Breaches of health, safety and security procedures are identified and promptly reported........

2   Deal with emergency situations
- Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility.
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- Personal presentation takes account of the workplace environment and hygiene and safety issues including:
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Elements The building blocks which make up the unit

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Range of Variables
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Critical Aspects of Assessment
- Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......

Linkages to Other Units
- This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Range of Variables Provides guidelines on different situations and contexts

Evidence Guide Shows the underpinning knowledge and skills needed for this unit Provides guidelines for assessment

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Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

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You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURC+E" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHGCS01A

Develop and Update Local Knowledge

Unit Descriptor	This unit deals with the skills and knowledge required to build and maintain the local knowledge that is required to effectively respond to customer information requests in a range of tourism and hospitality enterprises. This unit reflects a situation where the provision of information is not the primary job role. The unit has a link to unit THHSOP02A Source and Provide Destination Information and Advice (Tourism Training Package) where the provision of advice is the primary job role.

Element	Performance Criteria

1 Develop local knowledge	• Sources for information on the local area are correctly identified and accessed.
	• Information is recorded and filed for further use as appropriate.
	• Information commonly requested by customers is correctly identified and obtained including:
	  • enterprise information
	  • local transport
	  • local attractions
	  • local customs.

2 Update local knowledge	• Informal and/or formal research is used to update local knowledge. • Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day to day working activities.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- The range of local information required will vary according to the particular industry sector and individual workplace.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - sources of information for enterprise and local knowledge.

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 source accurate and current information on the local area.

Linkages to Other Units:

- This unit underpins effective performance in a range of other units and combined assessment/training may be appropriate. Examples may include but are not limited to:

  Hospitality:
  - THHBH01A Provide Housekeeping Services to Guests
  - THHBF010A Provide Bell Desk Services
  - THHBF02A/3A Provide Accommodation Reception Services.

  Tourism:
  - THHGMR01A Advise On and Sell Merchandise
  - Many other units in the Field Operations, Attractions and Theme Parks Section.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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 THHGCS02A

Promote Products and Services to Customers

Unit Descriptor	This unit deals with the skills and knowledge required to promote products and services to customers. It relates to situations where the sales function is not the primary focus of work activity. This unit has a link to unit THHSOP04A where this sales function is a primary focus of work activity.

Element	**Performance Criteria**
1 **Develop product/service and market knowledge**	• Opportunities are taken to develop product/service knowledge. • Informal and formal research is used to update knowledge. • Customer feedback and workplace observation is used to evaluate products, services and promotional initiatives. • Knowledge obtained is shared with colleagues to enhance the sales effectiveness of the team. • Information gained from workplace experience and direct customer contact is passed to the appropriate person for consideration in future planning. • Changes in customer preferences are identified. • Ideas for product and service adjustments to meet customer needs are suggested to the appropriate person in accordance with enterprise policy.
2 **Encourage customers to use and buy products and services**	• Accurate information about products and services is offered to customers. • Selling techniques are employed to encourage usage and purchase. • Customers are made aware of possible 'extras' and 'add-ons'. • Products and services are promoted in accordance with current enterprise goals and promotional focus.

Range of Variables

- This unit applies to all hospitality and tourism sectors.

- Informal and formal research may include but is not limited to:
  - discussions with colleagues

  - reading enterprise information

  - research of product and service information brochures

  - general media.

- Products and services may include but are not limited to:
  - tours and transport

  - conferences and conventions

  - function facilities

  - entertainment

  - shopping services

  - restaurant facilities

  - food and beverage

  - 'add-on' services.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - any legal issues which impact on the sale of products and services
    - in depth knowledge of enterprise products and services
    - selling 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 use selling techniques to promote products and services within a specific tourism or hospitality context
    - knowledge of contexts in which this promotion may apply.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
    - THHGGA01A Communicate on the Telephone
    - operational/service skills units which apply to particular industry sectors.

- Depending upon the industry sector and workplace, combined training may also be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	2
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	2
Using Technology	1

Unit THHGCS03A

Deal With Conflict Situations

Unit Descriptor	This unit deals with the skills and knowledge required to handle difficult interpersonal situations – both with customers and colleagues.

Element	**Performance Criteria**
1 Identify conflict situations	• Potential for conflict is quickly identified and swift and tactful action is taken to prevent escalation. • Situations where personal safety of customers or colleagues may be threatened are quickly identified and appropriate assistance is organised.
2 Resolve conflict situations	• Responsibility is taken for finding a solution to the conflict within scope of individual responsibility. • All points of view are encouraged, accepted and treated with respect. • Effective communication skills are used to assist in the management of the conflict. • Accepted conflict resolution techniques are used to manage the conflict situation and develop solutions.
3 Respond to customer complaints	• Complaints are handled sensitively, courteously and discreetly. • Responsibility is taken for resolving the complaint. • The nature and details of the complaint are established and agreed with the customer. • Appropriate action is taken to resolve the complaint to the customer's satisfaction wherever possible. • Where appropriate, techniques are used to turn complaints into opportunities to demonstrate high quality customer service. • Any necessary documentation is completed accurately and legibly within time constraints.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Conflict situations may include but are not limited to:
  - customer complaints
  - conflicts among work colleagues
  - refused entry
  - drug or alcohol affected persons
  - ejection from premises
  - delayed customers.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - conflict resolution skills (incorporating communication skills)
    - problem solving skills
    - procedures for customer complaints.

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:
    - knowledge of conflict resolution techniques
    - ability to apply conflict resolution techniques to resolve a range of different conflict situations in contexts appropriate to the sector and workplace.

Linkages to Other Units:

- This unit underpins effective performance in a range of other units. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples may include but are not limited to:
    - THHSMA04/ATHHGCS08A Establish and Conduct Business Relationships
    - THHGLE01A Monitor Work Operations
    - THHGLE08A Lead and Manage People
    - THHGLE09A Manage Workplace Diversity
    - all training units.

- Note that problem solving is included in both this unit and unit THHGLE01A Monitor Work Operations. Care should be taken to avoid duplication in assessment and training.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	-
Solving Problems	3
Using Technology	1

Unit THHGCS04A
Make Presentations

Unit Descriptor	This unit deals with the skills and knowledge required to make effective presentations. This unit applies to a variety of people across all tourism and hospitality sectors. This unit equates to unit THHSMA01A in the Tourism Training Package.

Element   Performance Criteria

1   Prepare for presentations

- Presentation is planned in advance.
- Material is researched and selected according to:
  - purpose and objectives
  - audience characteristics
  - occasion
  - venue.
- Material is organised in a clear and logical manner.
- Supporting materials such as slides or overheads are created and organised within appropriate timeframes.

2   Make presentations

- Information presented is current, accurate and relevant.
- Information is presented in a clear and concise manner.
- Appropriate protocols are observed.
- Recognised public speaking techniques are employed during the presentation.
- Humour is appropriately used.
- Visual aids and equipment are correctly used.
- Where audience is external, the enterprise is promoted throughout the presentation.
- Where possible the audience is involved in the presentation and feedback is encouraged.
- Audience needs are quickly identified and any adjustments to presentation made accordingly.
- Presentations are followed up with action as required.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Presentations may be internal or external and include but are not limited to:
  - sales presentations
  - training delivery
  - presentations within meetings
  - conference addresses
  - staff briefings.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - presentation planning
  - public speaking techniques
  - knowledge of subject matter for presentation.

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 apply established techniques in the preparation of a presentation
  - ability to deliver a logical well structured presentation that shows effective use of public speaking techniques
  - ability to tailor the presentation to specific audience needs.

Linkages to Other Units:

- This unit underpins effective performance in a range of sales and management units. Depending upon the industry sector and workplace combined assessment/training may be appropriate. Examples include but are not limited to:
  - THHGCS06A/THHSMA02A Plan and Implement Sales Activities
  - THHGCS07A/THHSMA03A Co-ordinate Marketing Activities
  - THHGCS08A/THHSMA04A Establish and Conduct Business Relationships
  - all training units
  - all leadership units.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers 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.

Key Competencies in this Unit	Level
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	1

Unit THHGCSO5A
Organise Functions

Unit Descriptor	This unit deals with the skills and knowledge required to organise functions within a hospitality or tourism enterprise. This unit equates to unit THHSOP16A in the Tourism Training Package.

Element

Performance Criteria

1 Co-ordinate function bookings

- Enquiries for function bookings are courteously and correctly answered.
- Size and style of facilities are considered and explained to the customers before accepting bookings for functions.
- Where appropriate facilities are shown to customers.
- Bookings are accurately recorded and confirmed with the customer in accordance with enterprise procedures.

2 Establish customer requirements

- Function requirements are discussed with customers including:
  - menus
  - style and format of occasion
  - layout of room
  - technical requirements
  - timing details including access and break down.
- Courteous advice is offered to customers to assist them in planning the function.
- Where necessary consultations are held with colleagues to discuss customer requirements and how these can be met.
- Details are agreed with the customer and confirmed in writing including deposit and final payment requirements.

3	**Arrange function details**	• Information is passed to all appropriate colleagues to ensure effective planning of function elements.
		• Staffing needs are accurately identified and organised.
		• Possible effects of special functions on other customers are considered and appropriate action is taken.
		• Where appropriate, the need for the services of external suppliers is identified and bookings are made and confirmed in writing.
		• Special stock requirements are organised in a timely fashion.
		• Function sheet is prepared in consultation with appropriate colleagues.
		• All details on function sheet are confirmed with the customer.
		• Function sheets are distributed in accordance with function and enterprise requirements.
		• Where appropriate briefings are held to ensure smooth running of function.
4	**Monitor and evaluate functions**	• Set up and conduct of function is monitored to ensure service meet customer needs and is in accordance with agreed requirements.
		• Feedback is obtained from customer and operations staff and information used in future function organisation.
		• Functions are finalised in accordance with enterprise procedures.

Range of Variables

- This unit applies to various tourism and hospitality sectors.

- Functions may include but are not limited to:
  - breakfasts
  - lunches
  - dinners
  - seminars/conferences
  - cocktail parties
  - weddings
  - product launches.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - organisational skills in terms of event planning
  - knowledge of typical function requirements including:
    - food and beverage
    - technical
    - typical function layouts.

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 take allow the candidate to address the ongoing organisational 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 conduct the entire function organisation process and ensure function services meet the agreed requirements of customers
  - accuracy in the presentation of function information and the ability to tailor the services of the establishment to meet customer needs
  - knowledge of the types and range of function services that may be required.

Linkages to Other Units:

- There is a strong link between this unit and other meeting, sales, and food and beverage service units in both the tourism and hospitality training packages.

- Depending upon the industry sector and workplace, combined assessment/training may be appropriate.

Key Competencies in this Unit	Level
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	3
Using Technology	1

Unit THHGCS06A

Plan and Implement Sales Activities

Unit Descriptor	This unit deals with the skills and knowledge required to plan and implement sales activities in a tourism and hospitality context. It closely reflects the role of a sales executive. This unit equates to unit THHSMA02A in the Tourism Training Package.

Element	**Performance Criteria**
1 Plan sales activities	• Sales activities are planned and scheduled in accordance with the marketing plan or other enterprise systems.
	• Sales planning includes consideration of both existing and potential customers.
	• Information is identified, analysed and incorporated into sales planning including:
	• sales and marketing reports
	• financial statistics
	• market trends
	• competitive activity.
	• Prospects are pro-actively sourced and profiles created.
	• Potential revenue is estimated in consultation with appropriate colleagues.
	• Activities are planned to maximise opportunities to meet individual and team targets.
	• Sales call patterns are established according to the following as appropriate:
	• specific sales and revenue targets
	• call intensity required
	• geographic considerations and restraints
	• current enterprise priorities
	• need for administration and reporting time.
2 Prepare for sales calls	• Where appropriate, appointments are made in advance.
	• Sales call strategies and tactics are developed based on market knowledge, current sales focus and consultation with appropriate operational colleagues.
	• Specific information, data and support materials are gathered for individual sales calls.

3	**Make sales calls**	• Sales calls are made according to agreed call patterns. • Relationships are built with customers through the use of effective interpersonal communication styles. • Customer trust and confidence is developed through the demonstration of personal and professional integrity. • A pro-active approach is taken in identifying and resolving customer issues and problems. • Selling techniques are used to maximise opportunities to meet and exceed sales targets. • Information on product features and benefits is current, accurate and relevant to customer needs. • Sales calls takes account of the current enterprise marketing focus. • Feedback from customers is encouraged and market intelligence is pro-actively sought.
4	**Review and report on sales activities**	• Sales reports are prepared in accordance with required timelines and enterprise procedures. • Market intelligence is presented in a manner which provides clear and concise information to those responsible for sales and marketing planning. • Market intelligence is shared with relevant colleagues. • All activities are reviewed in accordance with agreed evaluation methods and the results incorporated into future sales planning.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Sales activities may be face to face or on the telephone.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - in depth product knowledge
  - knowledge of the legal issues that affect the sales executive role in the Australian tourism industry
  - industry and market knowledge as appropriate to the sector/enterprise including:
    - industry marketing and sales networks and distribution systems
    - customer trends and preferences
    - links between sales and areas of tourism operations
  - knowledge of sales and marketing principles and ability to interpret a marketing plan
  - sales techniques
  - planning and organisational skills in specific relation to sales activities.

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 plan and implement sales activities within a specific tourism and hospitality context
  - logical and thorough planning which takes account of specific industry issues
  - ability to integrate preparation with actual conduct of a sales call.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGCS04A/THHSMA01A Make Presentations
  - THHGCS08A/THHSMA04A Establish and Conduct Business Relationships.

- There is also a very strong link between this unit and the following units:
  - THHGCS07A/THHSMA03A Coordinate Marketing Activities
  - THHGLE03A Develop and Implement Operational Plans.

- Depending upon the industry sector and workplace combined training may also be appropriate with the above units.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers 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.

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

Unit THHGCS07A

Coordinate Marketing Activities

Unit Descriptor	This unit deals with the skills and knowledge required to coordinate a range of marketing and promotional activities in a tourism and hospitality context. This unit equates to unit THHSMA03A in the Tourism Training Package.

Element

Performance Criteria

1   Plan marketing and promotional activities

- Promotional activities are planned and scheduled in accordance with the marketing plan or other enterprise systems.
- Overall objectives for activities are agreed with appropriate colleagues.
- Relevant information is identified, analysed and incorporated into short term planning including:
  - marketing reports
  - sales reports
  - financial statistics
  - marketplace trends
  - competitive activity.
- Detailed action plans for promotional activities are developed and implemented at the appropriate time.

2   Coordinate participation in trade and consumer shows

- Invitations to participate in trade and consumer shows are evaluated to take account of the following factors:
  - consistency with overall marketing direction
  - level of exposure to be achieved
  - matching of attendees to target markets
  - financial resources issues
  - human resource requirements
  - timing of event.
- When participation is confirmed a plan is created to ensure timely attention to the following issues:
  - staffing requirements and briefings
  - availability of brochures and display materials
  - contracting of other services (eg. display)
  - travel arrangements
  - strategies to ensure maximum benefits
  - fulfilling administrative and procedural requirements.
- Participation is reviewed for effectiveness and future amendments made accordingly.

3	**Coordinate in house promotions**	• In house promotions are scheduled and organised according to marketing plan.
		• A plan for promotions is created and implemented to take account of the following issues:
		   • objectives of the promotion
		   • venue and location
		   • duration
		   • date selection
		   • style and format of event
		   • technical equipment required
		   • number of invitees
		   • who to invite
		   • promotional materials required
		   • budget available
		   • public relations implications
		   • design and distribution of invitations
		   • co-ordination of RSVP's
		   • need for external assistance
		   • staffing implications
		   • strategies for maximising attendance and impact
		   • possible co-operative approaches.
		• Promotions are reviewed for effectiveness and future amendments made accordingly.

4	**Coordinate familiarisations**	• Familiarisation programs are developed and conducted both in response to particular requests and as proactive projects to take account of:
		   • potential enterprise benefit
		   • current enterprise promotional focus
		   • agreements with other organisations and suppliers
		   • matching of itineraries to individual or group needs
		   • use of new or unusual products to create maximum impact
		   • FOC negotiations with product suppliers
		   • operational and budgetary constraints.
		• Appropriate participants are selected according to promotional objectives.
		• Administrative and booking details are efficiently organised.
		• Where appropriate familiarisations are escorted in a professional and friendly manner.
		• Familiarisations are reviewed for effectiveness and future amendments made accordingly.

5	**Undertake a general public relations role**	• Relationships with industry and media colleagues are established and conducted in a manner that enhances the positive image of the organisation. • Networks are used to assist in the implementation of promotional activities. • Where appropriate public relations resources are developed including media releases and industry/media support materials.
6	**Develop special products to meet customer needs**	• Opportunities to develop products to meet particular customer needs are identified. • Specific needs are established through consultation with the customer. • Development of products is agreed within scope of individual responsibility. • Products are developed in conjunction with appropriate colleagues.
7	**Review and report on promotional activities**	• Reports are prepared in accordance with enterprise policy and required timeframes. • Market intelligence is presented in a manner which provides clear and concise information to those responsible for sales and marketing planning. • Informal reports are made to relevant colleagues to maximise opportunity to meet team targets. • All activities are reviewed in accordance with agreed evaluation methods and the results incorporated into future planning.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Marketing and promotional activities may include but is not limited to:
  - promotional events
  - display and signage initiatives
  - trade and journalist familiarisations
  - limited product development within scope of individual responsibility
  - market research
  - advertising
  - industry and public relations activities.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - in depth product knowledge
  - knowledge of the legal issues that affect marketing activities in the Australian tourism industry
  - industry and market knowledge including:
    - industry marketing and sales networks and distribution systems
    - customer trends and preferences
  - knowledge of sales and marketing principles and ability to interpret a marketing plan
  - general knowledge of promotional activities in the tourism industry including trade shows, in house promotions, advertising, public relations, familiarisations, signage and display
  - planning and organisational skills in specific relation to marketing activities.

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 coordinate and organise a number of promotional activities within a specific tourism and hospitality context
  - logical and thorough activity planning including development of supporting organisational systems
  - knowledge of marketing principles and their application to practical workplace contexts.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGCS04A/THHSMA01A Make Presentations
  - THHGCS08A/THHSMA04A Establish and Conduct Business Relationships.

- There is also a very strong link between this unit and the following units:
  - THHGCS06A/THHSMA02A Plan and Implement Sales Activities
    - THHGLE03A Develop and Implement Operational Plans.

- Depending upon the industry sector and workplace combined training may also be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers 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.

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

Unit THHGCS08A

Establish and Conduct Business Relationships

Unit Descriptor	This unit deals with the skills and knowledge required to manage business relationships within a tourism or hospitality context. It focuses on the relationship building and negotiation skills required by specialist sales operators and managers in the industry. This unit equates to unit THHSMA04A in the Tourism Training Package.

Element | **Performance Criteria**

1 Establish and conduct business relationships

- Relationships are established within the appropriate cultural context in a manner which promotes goodwill and trust between the enterprise, its customers and suppliers.
- Effective communication skills and techniques are employed in relationships to build trust and respect.
- Opportunities to maintain contact with customers and suppliers are taken up wherever possible.

2 Conduct negotiations

- Negotiations are conducted in a business like and professional manner within the relevant cultural context.
- Negotiations are conducted using techniques to maximise benefits for all parties in the context of establishing long term relationships.
- Negotiations take account of input from colleagues.
- Negotiations are conducted in the context of the current enterprise marketing focus.
- The results of negotiations are communicated to appropriate within appropriate timeframes.

3 Make formal business agreements

- Agreements are confirmed in writing with contracts drawn up in accordance with enterprise requirements.
- All aspects of formal agreement are checked and approved in accordance with enterprise procedures.
- Specialist advice is sought in the development of contracts where appropriate.

**4   Foster and maintain
        business relationships**

- Information needed to maintain sound business relationships is pro-actively sought, reviewed and acted upon.
- Agreements are honoured within the scope of individual responsibility.
- Adjustments to agreements are made in consultation with the customer/supplier and information is shared with appropriate colleagues.
- Relationships are nurtured through regular contact and use of effective interpersonal and communication styles.

Hospitality Industry National Competency Standards
Endorsed 16 October 1997 to 16 October 2000
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Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Negotiations and contracts may relate to quite broad and significant commercial dealings including but not limited to:
  - corporate accounts
  - service contracts
  - agency agreements
  - venue contracts
  - rate negotiations
  - marketing agreements.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - knowledge of the tourism and/or hospitality industry including:
    - major industry marketing issues
    - current competitive environment
  - knowledge of the legal issues that affect negotiations and contracts in the Australian tourism industry
  - knowledge of internal enterprise environments including
    - internal service capabilities
    - current marketing focus
  - negotiation skills, including the skills to conduct negotiations of significant commercial value
  - general knowledge of contracts as appropriate to different industry sectors.

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:

- Evidence must be collected in relation to a range of different negotiations.

- Look for:
  - ability to conduct business negotiations within a specific tourism and hospitality context
  - knowledge and understanding of the current environment in which tourism and/or hospitality businesses operate, and the major industry issues of relevance to the particular sector
  - knowledge and understanding of contracts.

Linkages to Other Units:

- This unit underpins effective performance in a range of other sales and management units. Depending upon the industry sector and workplace combined assessment/training may be appropriate. Examples include but are not limited to:
  - THHGCS06A/THHSMA02A Plan and Implement Sales Activities
  - THHGCS07A/THHSMA03A Co-ordinate Marketing Activities
  - all leadership units.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers 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.

Key Competencies in this Unit	Level
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	3
Using Technology	1

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➢ compiling job descriptions and organising work structures

➢ recruitment

➢ determining training needs

➢ developing training and training resources/materials

➢ appraisals and skills assessment

➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: *THHCOR3A*

	Unit Code - Indicates the unit level

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

	Unit Title - Statement of what you do in the workplace

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

	Unit Descriptor Provides additional general information about the unit

Element	Performance Criteria
1 **Follow workplace procedures on health, safety and security**	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 **Deal with emergency situations**	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 **Maintain safe personal presentation standards**	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	   • Appropriate personal grooming and hygiene
	   • Appropriate clothing and footwear

4 **Provide feedback on health, safety and security**	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

	Elements The building blocks which make up the unit

	Performance Criteria The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
  • Fire prevention
  • Evacuation procedures
  • Safe sitting, lifting and handling

	Range of Variables Provides guidelines on different situations and contexts

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
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Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........
Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......
Linkages to Other Units
• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

	Evidence Guide Shows the underpinning knowledge and skills needed for this unit Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE

Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE

Competencies required by all people working in the Hospitality Industry.

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Competencies required in functional areas of the Hospitality Industry

Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors

Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

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➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

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Example:-

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Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

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➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

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Unit THHGFA01A

Process Financial Transactions

Unit Descriptor	This unit deals with the skills and knowledge required to process and balance financial transactions in a range of tourism and hospitality contexts. This unit equates to unit THHBFO05A Process Financial Transactions in the Hospitality Training Package.

Element	**Performance Criteria**
1 Process receipts and payments	• Cash float is received and accurately checked using correct documentation. • Cash received is accurately checked and correct change is given. • Receipts are accurately prepared and issued when required. • Non cash transactions are processed in accordance with enterprise and financial institution procedures. • Transactions are correctly and promptly recorded. • When payments are required, documents are checked and cash is issued according to enterprise procedures. • All transactions are conducted in a manner which meets enterprise speed and customer service standards.
2 Reconcile takings	• Balancing procedures are performed at the designated times in accordance with enterprise policy. • Cash float is separated from takings prior to balancing procedure and secured in accordance with enterprise procedures. • Register/terminal reading or print out is accurately determined where appropriate. • Cash and non cash documents are removed and transported in accordance with enterprise security procedures. • Cash is accurately counted. • Non cash documents are accurately calculated. • Balance between register/terminal reading and sum of cash and non-cash transactions is accurately determined. • Takings are recorded in accordance with enterprise procedures.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Transactions may include but are not limited to:
  - credit cards
  - cheques
  - EFTPOS
  - deposits
  - advanced payments
  - vouchers
  - company charges
  - refunds
  - travellers cheques
  - foreign currency.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - basic numeracy skills

    - cash counting procedures

    - procedures for processing non cash transactions

    - security procedures for cash and other financial documentation.

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 conduct accurate and secure financial transactions within acceptable enterprise timeframes

    - knowledge of basic cash handling principles and security procedures.

Linkages to Other Units:

- This unit is strongly linked to a wide range of other operational units where cash handling may be required. As such combined assessment/training is appropriate based on the specific needs of industry sectors and individual workplaces.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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 THHGFA02A

Maintain Financial Records

Unit Descriptor	This unit deals with the skills and knowledge required to keep financial records. As such it focuses on basic bookkeeping skills. This unit equates to unit THHBFO04A Maintain Financial Records in the Hospitality Training Package.

Element	Performance Criteria
1 Make journal entries	• Correct journal is selected for intended entry. • Entries to journal are accurate and correctly located. • Journal entries are supported with explanation and cross referencing to support documentation. • Irregularities are noted and actioned for resolution within designated timelines. • Journal entries are correctly authorised. • Source documents are correctly filed.
2 Reconcile accounts	• Transaction documentation and account balances are accurately checked to ensure matching. • Discrepancies are identified, investigated or reported in accordance with level of individual responsibility. • Errors in documentation are rectified or reported. • Data is recorded on the nominated system within designated timelines.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Bookkeeping systems may be manual or computerised.

- Journal entries may relate to:
  - cash receipts
  - cash sales
  - petty cash
  - purchases journal
  - sales journal
  - return outwards journal
  - return inwards journal
  - bad debts journal
  - main, general journal
  - payroll journal.

- Reconciliations may include but are not limited to:
  - petty cash
  - bank
  - subsidiary ledgers and control accounts
  - stock.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - bookkeeping principles and terminology
  - typical record keeping systems as appropriate to industry sector.

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 maintain accurate records within acceptable enterprise timeframes and in accordance with enterprise requirements
  - understanding of bookkeeping principles.

Linkages to Other Units:

- As this unit relates to general bookkeeping skills it could be assessed/trained in conjunction with a number of other operational and service units as appropriate to the industry sector and individual workplace.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

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

Unit THHGFA03A

Audit Financial Procedures

Unit Descriptor	This unit deals with the skills and knowledge to audit financial procedures in a broad range of industry contexts.
	This unit equates to unit THHBFO08A Conduct Night Audit in the Hospitality Training Package.

Element	**Performance Criteria**
1 Monitor financial procedures	• Transactions are checked in accordance with enterprise procedures.
	• Transactions are accurately balanced.
	• Balances prepared by others are checked in accordance with enterprise procedures.
	• Financial systems are implemented and controlled in accordance with enterprise procedures.
	• Systems are monitored and input provided to appropriate management on possible improvements.
	• Discrepancies are identified and resolved according to level of responsibility.
2 Complete financial reports	• Routine reports are accurately completed within designated timelines.
	• Reports are promptly forwarded to the appropriate person/department.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Transactions and financial/statistical reports may relate to:
  - daily, weekly, monthly transactions and reports
  - break up by department
  - occupancy
  - sales performance
  - commission earnings
  - sales returns
  - commercial account activity
  - foreign currency activities
  - all types of payment.

- Financial systems may include, but are not limited to systems for:
  - petty cash
  - floats
  - debtor control
  - banking procedures.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - typical financial control processes and procedures as appropriate to industry sector
  - auditing and financial reporting processes (both internal and external)
  - importance of auditing and reporting processes in overall financial management of an establishment.

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 audit and provide reports on routine financial procedures within enterprise acceptable timeframes
  - understanding of how the auditing process impacts on overall financial management.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGFA02A Maintain Financial Records.

- There is also a very strong link between this unit and the following units:
  - THHGFA04A Prepare Financial Statements
  - THHGLE01A Monitor Work Operations (especially in sectors where this function is carried out by supervisors and team leaders).

- As this unit relates to general auditing skills it could also be assessed/trained in conjunction with a number of other operational and service units as appropriate to the industry sector and individual workplace.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

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

Unit THHGFA04A

Prepare Financial Statements

Unit Descriptor	This unit deals with the skills and knowledge required to prepare the financial statements required to monitor business performance.

Element	**Performance Criteria**
1 Post transactions to ledgers	• Transactions are accurately posted from journals to the appropriate ledger accounts in accordance with accounting practices and enterprise procedures.

2 Make end of period adjustments	• Ledgers are monitored and accurately adjusted at the appropriate time.
	• Adjustments are taken into account including as appropriate:
	  • pre-payments
	  • accruals
	  • depreciation
	  • bad debts
	  • closing stock.
	• Errors and discrepancies are noted and action is taken to rectify the discrepancies.

3 Produce balance sheets and profit and loss statements	• Balance sheets and profit and loss statements are accurately produced in accordance with standard accounting practices and enterprise requirements. • Information is accurately interpreted and distributed to appropriate people within required timeframes.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Recording mechanisms/systems may be manual or automated.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - Basic accounting principles and practices including:
    - double entry system and concept of debits and credits in bookkeeping
    - basic transaction groups - assets, liabilities, proprietorship, income, expenses
    - balance sheet/profit and loss statement preparation.

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 prepare and interpret financial statements within enterprise acceptable timeframes
  - understanding of general accounting principles and practices as detailed in the Evidence Guide.

Linkages to Other Units:

- This unit underpins effective performance in a range of other financial administration and management units and combined training and assessment may be appropriate. These include but are not limited to:
  - THHGFA02A Maintain Financial Records
  - THHGFA03A Audit Financial Procedures
  - THHGLE13A Manage Finances Within a Budget
  - THHGLE14A Prepare and Monitor Budgets
  - THHGLE15A Manage Financial Operations.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

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

Unit THHGFA05A

Manage Payroll Records

Unit Descriptor	This unit deals with the skills and knowledge required to manage payroll records for employee salaries and statutory record keeping purposes.

Element	**Performance Criteria**
1 Prepare payroll data	• Gross pay is accurately calculated from information contained in nominated industrial awards and government legislation. • Statutory and voluntary deductions are accurately calculated from relevant documentation. • Payment due to individual employees is calculated or data referred to payroll processor for calculation within designated timelines. • Details of pay identifying gross and net amounts are correctly prepared for presentation to individual employees.
2 Process payment of salaries	• Salaries and wages are prepared and issued within designated timelines. • Records are kept and maintained for taxation and auditing purposes. • Designated security procedures are followed at all times to ensure confidentiality and security of information. • Salary, wage and related enquiries are dealt with promptly and courteously. • Records are kept for the period as determined by government legislation.
3 Administer P.A.Y.E salary records	• Employee group certificate amounts are prepared and balanced from salary records. • Declaration forms for new and existing employees are completed in accordance with Australian Taxation Office (ATO) requirements. • Payments to government authorities are prepared and dispatched within the timelines designated by the authority. • Group tax amounts are calculated and/or transcribed and payments made in accordance with ATO procedures. • Periodic deductions are forwarded to nominated creditors within designated timelines.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Recording mechanisms/systems may be manual or automated.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - Australian Taxation Office requirements for PAYE records and payments
  - knowledge of appropriate industrial awards for calculating pay.

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 calculate pay, produce accurate pay advice slips and maintain PAYE records in accordance with enterprise and government requirements
  - general knowledge of payroll procedures.

Linkages to Other Units:

- This unit relates to a specialist payroll function that is often carried out by team leaders, supervisors or managers. It could be assessed/trained in conjunction with a number of other operational and service units as appropriate to the industry sector and individual workplace.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

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Using Mathematical Ideas and Techniques	2
Solving Problems	2

TABLE OF CONTENTS

BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➤ compiling job descriptions and organising work structures

➤ recruitment

➤ determining training needs

➤ developing training and training resources/materials

➤ appraisals and skills assessment

➤ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: **THHCOR3A**

| | Unit Code - Indicates the unit level |

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Unit THHGGA01A

Communicate on the Telephone

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. This unit equates to unit THHBFO07A Communicate on the Telephone within the Hospitality Training Package.

Element	**Performance Criteria**
1 Respond to incoming telephone calls	• Calls are answered promptly, clearly and politely in accordance with enterprise standards. • Friendly assistance is offered to the caller and the purpose of the call is accurately established. • Details are repeated to caller to confirm understanding. • Callers enquiries are answered or transferred promptly to the appropriate location/person. • Requests are accurately recorded and passed to the appropriate department/person for follow up. • Where appropriate, opportunities are taken to promote enterprise products and services. • Messages are accurately relayed to the nominated person within designated timelines. • Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.
2 Make telephone calls	• Correct telephone numbers are obtained. • Purpose of the call is clearly established prior to calling. • Equipment is used correctly to establish contact. • Names, company and reason for calling is clearly communicated. • Telephone manner is polite and courteous at all times.

Range of Variables

- 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

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 assessed/trained 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** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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

Unit Descriptor	This unit deals with the skills and knowledge required to complete a range of routine office procedures. This unit equates to unit THHBFO06A Perform Clerical Procedures with the Hospitality Training Package.

Element	**Performance Criteria**
1 Process office documents	• Documents are processed in accordance with enterprise procedures within designated timelines. • Office equipment is correctly used to process documents. • Malfunctions of office equipment are promptly identified and rectified or reported in accordance with enterprise procedures.
2 Draft correspondence	• Text is written using clear and concise language. • Spelling, punctuation and grammar are correct. • Information is checked for accuracy prior to sending.
3 Maintain document systems	• Documents are filed/stored in accordance with enterprise security procedures. • Reference and index systems are modified and updated in accordance with enterprise procedures.

Range of Variables

- 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

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** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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 THHGGA03A

Source and Present Information

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".

Element	**Performance Criteria**
1 Find information	• A range of current and accurate information sources is correctly identified. • Information sources are accessed and assessed for relevance and applicability. • Information is obtained within designated timelines.
2 Prepare and present information	• Information is reviewed and selected to suit the specific need. • Where appropriate, text is drafted to include all appropriate information. • When presented, the range of information provided is structured and expressed in a clear and concise manner. • Information is presented in a professional manner appropriate to the circumstance. • Information is made available to the appropriate person within designated timelines.

Range of Variables

- 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

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:
  - THHHCO04A Develop and Update Hospitality Industry Knowledge (Hospitality Training Package)
  - THHTCO01A Develop and Update Tourism Industry Knowledge (Tourism Training Package)

- THHSOP02A Sources and Provide Destination Information and Advice (Tourism Training Package)
- THHSOP03A Access and Interpret Product Information (Tourism Training Package).

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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

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.

Element	Performance Criteria
1 Determine document requirements	• Requirements and objectives are clearly defined in consultation with appropriate colleagues. • Specialist assistance is obtained where appropriate within budget parameters.
2 Conduct research	• Research is conducted according to scope of the project. • Informal and formal data collection methods are employed as appropriate. • Data is analysed and assessed for relevance prior to incorporation in document.
3 Prepare document	• Document structure and content is developed to reflect objectives. • A range of written presentation and graphic techniques are used to enhance the impact and effectiveness of the information presented. • Information is expressed in a manner which takes account of the impact of the document on the intended audience. • Key issues are identified and analysed. • Recommendations for action are included where appropriate. • Quality of information is reviewed and adjusted where necessary. • Text is checked for accuracy prior to finalisation. • Document presentation is appropriate for the intended audience.

4	**Follow up document**	• Document is 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

- 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

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 assessed/trained in conjunction with appropriate units. Examples may include but are not limited to:
  - other general administration units (THHGGA05A, THHGGA08A, 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** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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

Unit Descriptor	This unit deals with the skills and knowledge required to plan and coordinate meetings.

Element	**Performance Criteria**
1 **Plan and prepare for meetings**	• Need for meeting and relevant participants are identified. • Meeting arrangements are made in accordance with requirements and within designated timelines. • Agenda is developed according to purpose of meeting. • Information on agenda items is obtained or researched to allow for informed discussion at the meeting. • Where appropriate, meeting papers are prepared and dispatched to participants within appropriate timeframes.
2 **Conduct meetings**	• Meetings are chaired in accordance with enterprise procedures and meeting protocols. • Appropriate interpersonal and communication styles are used to encourage open and constructive communication. • Agreements are made on meeting goals and conduct. • Information and ideas are presented clearly and concisely. • All participants are given the opportunity to contribute. • Meetings are managed to maintain focus on agreed goals. • Meetings are conducted within agreed times or adjusted with the agreement of participants. • Minutes of the meeting are accurately recorded where appropriate.
3 **Debrief and follow up meetings**	• Documentation from meetings is correctly processed and distributed. • Colleagues are informed regarding outcomes of meetings. • Work resulting from meetings is incorporated into the current work schedule with tasks prioritised and actioned as appropriate.

Range of Variables

- 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

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 assessed/trained 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** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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 THHGGA06A

Receive and Store Stock

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.
	This unit equates to unit THHBKA3A Receive and Store Stock in the Hospitality Training Package.

Element	Performance Criteria
1 Take delivery of stock	• Incoming stock is accurately checked against orders and delivery documentation in accordance with enterprise procedures.
	• Variations are accurately identified, recorded and communicated to the appropriate person.
	• Items are inspected for damage, quality, use-by dates, breakages or discrepancies and records are made in accordance with enterprise policy.
2 Store stock	• All stock is promptly and safely transported to appropriate storage area without damage.
	• Stock is stored in the appropriate location within the area and in accordance with enterprise security procedures.
	• Stock levels are accurately recorded in accordance with enterprise procedures.
	• Stock is labelled in accordance with enterprise procedures.
3 Rotate and maintain stock	• Stock is rotated in accordance with enterprise policy.
	• Stock is moved in accordance with safety and hygiene requirements.
	• Quality of stock is checked and reported.
	• Excess stock is placed in storage or disposed of in accordance with enterprise policy.
	• Stock area is maintained in accordance with enterprise and/or government requirements and problems promptly identified and reported.
	• Stock recording systems are used in accordance with speed and accuracy requirements.

Range of Variables

- 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

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:
  - THHGHS01A Follow Workplace Hygiene Procedures.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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

Unit Descriptor	This unit deals with the skills and knowledge required to control and order stock in a range of tourism and hospitality enterprises.

Element

Performance Criteria

1 Maintain stock levels and records

- Stock levels are monitored and maintained at levels prescribed by enterprise levels.
- Stock security systems are monitored and adjusted as required.
- Stock re-order cycles are maintained, monitored and adjusted as required.
- Colleagues are informed of their individual responsibilities in regard to recording of stock.
- Stock storage and movement records are maintained in accordance with enterprise procedures.
- Stock performance is monitored and fast/slow selling items are identified and reported in accordance with enterprise procedures.

2 Organise and administer stocktakes

- Stocktakes are organised at the appropriate time and responsibilities allocated to staff.
- Accurate reports on stocktake data are produced within designated timelines.

3 Identify stock losses

- Losses are accurately identified, recorded and assessed against potential loss forecast on a regular basis.
- Losses are reported in accordance with enterprise procedure.
- Avoidable losses are identified and reasons are established.
- Solutions are recommended and implemented to prevent future avoidable losses.

4 Process stock orders

- Orders for stock are accurately processed in accordance with enterprise procedures.
- Stock ordering and recording systems are accurately maintained.
- Purchase and supply agreements are correctly used and appropriate details recorded.

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

- 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

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:
  - GGA06 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 THHGLE01A Monitor Work Operations may be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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

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.

Element	Performance Criteria
1 Plan systems and procedures	• System and procedural requirements are identified and clarified through workplace monitoring and ongoing consultations with colleagues and customers. • Problem areas are identified and prompt action is taken. • Possible responses are identified and developed in consultation with colleagues. • Responses take account of immediate operational needs and enterprise goals. • Human and financial resources issues are taken into consideration.
2 Establish systems and procedures	• Advance notice of new systems and procedures is provided to colleagues. • Systems and procedures are introduced to the workplace in a manner which causes minimum disruption to customers and colleagues. • Training and support is provided as required.
3 Review systems and procedures	• Efficiency and effectiveness of systems is monitored in the workplace. • Suggestions for improvements are sought from colleagues at all levels. • Adjustments are promptly made.

Range of Variables

- 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

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 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 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 assessed/trained in conjunction with appropriate units. Examples may include but are not limited to:
  - THHGLE01A Monitor Work Operations
  - THHGTR03A Prepare For Training
  - THHGIE07A 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** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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

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.

Element	**Performance Criteria**
1 Plan project	• Project scope and objectives are developed in consultation with appropriate colleagues and customers. • Resource strategy for the project is developed. • Administrative structure for the project is planned and created. • Project responsibilities are agreed upon and clearly communicated to all those involved. • Internal and external communications, public relations and marketing strategies are planned in conjunction with appropriate colleagues. • Evaluation methods suitable to the project are agreed. • Overall project management plan is developed and communicated to appropriate colleagues. • Key project milestones are identified and communicated.
2 Administer and monitor project	• Project strategies are implemented and monitored in conjunction with project team members. • Support and assistance is provided to team members as appropriate. • Sound interpersonal and communication styles are employed to build trust and respect within the project team. • Progress against project goals is assessed and reviewed in consultation with project team members. • Additional resource requirements are assessed and action taken accordingly. • Financial control systems are implemented and monitored according to project guidelines. • Regular reports on project progress are provided to all appropriate colleagues/customers. • Project is finalised within agreed timelines.

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

- 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

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 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** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➢ compiling job descriptions and organising work structures

➢ recruitment

➢ determining training needs

➢ developing training and training resources/materials

➢ appraisals and skills assessment

➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: ***THHCOR3A***

| | **Unit Code** - Indicates the unit level |

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

| | **Unit Title** - Statement of what you do in the workplace |

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

| | **Unit Descriptor**

Provides additional general information about the unit |

Element	Performance Criteria
1 Follow workplace procedures on health, safety and security	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........

| | **Elements**

The building blocks which make up the unit |

| **2 Deal with emergency situations** | • Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility.
• Emergency procedures are correctly followed in accordance with enterprise procedures........ |

| **3 Maintain safe personal presentation standards** | • Personal presentation takes account of the workplace environment and hygiene and safety issues including:
  • Appropriate personal grooming and hygiene
  • Appropriate clothing and footwear |

| | **Performance Criteria**

The level of performance that is required for each element. These are used as the tools for assessment |

| **4 Provide feedback on health, safety and security** | • Issues requiring attention are promptly identified
• Issues are raised with the designated person in accordance with enterprise and legislative requirements |

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
  • Fire prevention
  • Evacuation procedures
  • Safe sitting, lifting and handling

| | **Range of Variables**

Provides guidelines on different situations and contexts |

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
  • Industry / sector insurance and liability requirements....
Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........
Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......
Linkages to Other Units

• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

| | **Evidence Guide**

Shows the underpinning knowledge and skills needed for this unit

Provides guidelines for assessment |

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS

Competencies required in functional areas of the Hospitality Industry

Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors

Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

Hospitality Industry National Competency Standards
Endorsed 16 October 1997 to 16 October 2000
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WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

➢ common core unit identifier for Tourism and Hospitality "COR".

➢ hospitality core unit identifier "HCO".

➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

➢ general unit identifier "G".

➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
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THH	BH01	A	Provide Housekeeping Services to Guests
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THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHGHS01A

Follow Workplace Hygiene Procedures

Unit Descriptor	This unit deals with the skills and knowledge required to follow the key hygiene procedures which apply in many sectors of the hospitality industry, and within some tourism sectors. It is particularly relevant to the Kitchen, Housekeeping, Food & Beverage and some Tour Operations.

Element	Performance Criteria
1 **Follow hygiene procedures**	• Workplace hygiene procedures are strictly followed in accordance with enterprise standards, and legal requirements. • Handling and storage of all items is completed in accordance with enterprise standards, and legal requirements.
2 **Identify and prevent hygiene risks**	• Potential hygiene risks are promptly identified. • Action is taken to minimise or remove the risk within the scope of individual responsibility and in accordance with enterprise and legal requirements. • Hygiene risks beyond the control of individual staff members are promptly reported to the appropriate person for follow up.

Range of Variables

- This unit applies to various hospitality and tourism sectors.

- Hygiene procedures may be related to:
  - food
  - beverage
  - linen
  - handling of garbage
  - cleaning procedures
  - personal activities on-the-job.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - awareness and knowledge of factors which contribute to hygiene problems
  - general hazards in the handling of food, including major causes of food poisoning
  - overview of relevant state/territory legislation in relation to food hygiene
  - typical hygiene control procedures in the hospitality/tourism industries.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Look for:
  - understanding of the importance of following hygiene procedures and of the potential implications of disregarding those procedures
  - knowledge of practical workplace examples
  - ability to follow established procedures.

Linkages to Other Units:

- This is a unit that underpins effective performance in housekeeping, kitchen, food and beverage and some tour operations areas. As such it should be assessed/trained in conjunction with units from those areas. In the kitchen area additional units on food safety and hygiene are required.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

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

Unit THHGHS02A

Clean Premises and Equipment

Unit Descriptor	This unit deals with the skills and knowledge required to carry out general cleaning duties within a range of tourism and hospitality enterprises. This unit equates to unit THHBH02A and THHBKA04A in the Hospitality Training Package.

Element	**Performance Criteria**
1 Select and set up equipment	• Equipment is selected according to type of cleaning to be undertaken. • All equipment is checked to be in clean and safe working condition prior to use. • Suitable cleaning agents and chemicals are selected and prepared in accordance with manufacturer's and relevant occupational health and safety requirements. • Where necessary protective clothing is selected and used.
2 Clean dry and wet areas	• Area to be cleaned is prepared and cleared of hazards. • Where appropriate, work area is barricaded or signed to reduce risk to colleagues and customers. • Correct chemicals are selected for specific areas and applied in accordance with safety procedures. • Equipment is correctly used. • Garbage and excess chemicals are disposed of in accordance with hygiene, safety and environmental legislation requirements.
3 Maintain and store cleaning equipment and chemical	• Equipment is cleaned after use in accordance with manufacturer's instructions. • Routine maintenance is carried out in accordance with enterprise procedures. • Faults are correctly identified and reported in accordance with enterprise procedures. • Equipment is stored in the designated area and in a condition ready for re-use. • Chemicals are stored in accordance with health and safety requirements.

Range of Variables

- This unit applies to all tourism and hospitality establishments.

- Dry and wet areas may include but are not limited to:
  - bathrooms
  - bedrooms
  - kitchens
  - balconies
  - private lounge areas
  - public areas (both internal and external)
  - storage areas.

- Chemicals may include but are not limited to:
  - disinfectants
  - pesticides
  - cleaning agents.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - specific requirements of State/Territory Occupational Health and Safety legislation which relate to cleaning operations
  - environmental legislation
  - safe handling of common cleaning equipment used in tourism/hospitality establishments
  - safe handling of common cleaning chemicals used in tourism/hospitality establishments
  - safe handling and treatment of common hazards encountered in areas to be cleaned including:
    - blood
    - needles and syringes
    - used condoms
    - sharp objects
    - human waste
    - surgical dressings
    - broken glass
    - skewers
    - fat and oil
    - hot pans
    - knives
    - bones
    - crustacean shells
  - safe bending and lifting practices
  - enterprise security procedures.

Context of Assessment:

- This unit must be assessed through practical demonstration on-the-job or in a simulated workplace environment where the total cleaning process can be demonstrated.

Critical Aspects of Assessment:

- Look for:
  - understanding of the importance of cleaning staff to the overall quality of service provided by the enterprise
  - ability to safely and efficiently use relevant equipment and cleaning agents in accordance with acceptable enterprise timeframes.

Linkages with Other Units:

- This unit should be assessed with or after the following unit:
    - THHGHS01A Follow Workplace Hygiene Procedures.

- There is a strong link between this unit and the following units:
    - THHBH02A/3A Prepare Rooms For Guests (Hospitality Training Package)
    - THHBKA04A Clean and Maintain Premises (Hospitality Training Package).

- Depending upon the industry sector and workplace combined training/assessment may be appropriate.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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 THHGHS03A
Provide First Aid

Unit Descriptor	This unit deals with the skills and knowledge required to provide first aid. It complies with standards, practices and procedures of St John Ambulance Association and equivalent first aid bodies.

Element	**Performance Criteria**
1 Assess and respond to emergency first aid situations	• Emergency situations are quickly and correctly recognised. • The situation is assessed and a decision promptly made regarding action required. • Assistance from emergency services/colleagues/customers is organised where appropriate.
2 Provide appropriate treatment	• Patient's physical condition is assessed from visible vital signs. • First Aid is provided to stabilise the patient's physical and mental condition in accordance with organisation policy on provision of first aid and recognised first aid procedures.
3 Monitor the situation	• Back up services appropriate to the situation are identified and notified. • Information on the victim's condition is accurately and clearly conveyed to emergency services personnel.
4 Prepare an incident report	• Emergency situations are documented according to company procedures. • Reports provided are clear, accurate and timely.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- First aid treatment is that defined in Common Law as emergency assistance provided to a second party in the absence of medical or paramedical care.

- Factors which affect the provision of first aid are:
  - legal issues that affect the provision of first aid in different industry sectors

  - the type of site where the injury occurs

  - the nature of the injury and its cause

  - availability of first aid equipment, medications and kits or other suitable alternative aids

  - proximity and availability of trained paramedical and medical assistance

  - the patient's cardio-vascular condition as indicated by body temperature, pulse rate and breathing rates

  - chemical contamination.

- Injuries may include:
  - cardio-vascular failure

  - wounds and infections

  - bone and joint injuries

  - eye injuries

  - burns

  - external bleeding

  - unconsciousness

  - effects of heat or cold temperatures

  - pre-existing illness

  - bites.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, attendance at and successful completion of an accredited First Aid course is required.

Context of Assessment:

- This unit will generally be assessed off-the-job.

Critical Aspects of Assessment:

- Look for:
  - ability to correctly apply a range of first aid techniques for all situations described in the Range of Variables.

Linkages to Other Units:

- This unit should be assessed alone.

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

TABLE OF CONTENTS

BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

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Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

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Unit Title - Statement of what you do in the workplace

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Provides additional general information about the unit

Element	Performance Criteria
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3 **Maintain safe personal presentation standards**	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	  • Appropriate personal grooming and hygiene
	  • Appropriate clothing and footwear

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The building blocks which make up the unit

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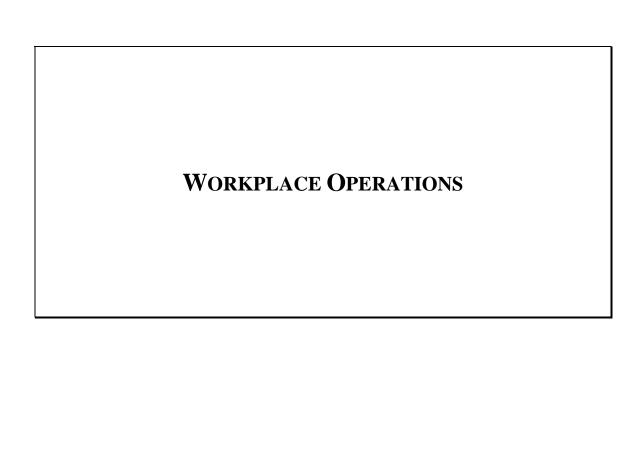| NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
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WORKPLACE OPERATIONS

Unit THHGLE01A

Monitor Work Operations

Unit Descriptor	This unit deals with the skills and knowledge required to oversee and monitor the quality of work operations within a tourism or hospitality enterprise. This unit may be carried out by team leaders, supervisors or managers.

Element	**Performance Criteria**
1 Monitor and improve workplace operations	- Efficiency and service levels are monitored on an ongoing basis. - Operations in the workplace support overall enterprise goals and quality assurance initiatives. - Quality problems and issues are promptly identified and adjustments are made accordingly. - Procedures and systems are changed in consultation with colleagues to improve efficiency and effectiveness. - Colleagues are consulted about ways to improve efficiency and service levels.
2 Plan and organise workflow	- Current workload of colleagues is accurately assessed. - Work is scheduled in a manner which enhances efficiency and customer service quality. - Work is delegated to appropriate people in accordance with principles of delegation. - Workflow is assessed against agreed objectives and timelines. - Colleagues are assisted in prioritisation of workload. - Input is provided to appropriate management regarding staffing needs.
3 Maintain workplace records	- Workplace records are accurately completed and submitted within required timeframes. - Where appropriate completion of records is delegated and monitored prior to submission.

4	**Solve problems and make decisions**	• Workplace problems are promptly identified and considered from an operational and customer service perspective.
		• Short term action in initiated to resolve the immediate problem where appropriate.
		• Problems are analysed for any long term impact and potential solutions are assessed and actioned in consultation with relevant colleagues.
		• Where problem is raised by a team member, they are encouraged to participate in solving the problem.
		• Follow up action is taken to monitor the effectiveness of solutions in the workplace.

Range of Variables

- This unit may apply to various staff in all tourism and hospitality sectors.

- Problems may include but are not limited to:
  - difficult customer service situations
  - equipment breakdown/technical failure
  - delays and time difficulties.

- Workplace records may include but is not limited to:
  - staff records
  - regular performance reports.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - the roles and responsibilities of those involved in monitoring work operations
  - overview of leadership and management responsibilities
  - principles of work planning
  - typical work organisation methods appropriate to the industry sector
  - quality assurance principles
  - time management
  - principles of delegation
  - problem solving and decision making processes
  - industrial and/or legislative issues which affect short term work organisation as appropriate to industry sector.

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 monitor and respond to a range of common operational and service issues in the workplace
  - understanding of the role of staff involved in workplace monitoring
  - knowledge of quality assurance, principles of workflow planning, delegation and problem solving.

Linkages to Other Units:

- There is a strong link between this unit and a range of other units. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples include but are not limited to:
  - THHGGA08A Plan And Establish Systems and Procedures
  - THHGLE02A Monitor Workplace Health, Safety and Security
  - THHGLE03A Develop and Implement Operational Plans.

- Note that problem solving is included in both this unit and unit THHGCS03A Deal with Conflict Situations. Care should be taken to avoid duplication in assessment and training.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	2

Unit THHGLE02A

Implement Workplace Health, Safety and Security Procedures

Unit Descriptor	This unit deals with the skills and knowledge required to implement health, safety and security procedures in the workplace. This unit is often carried out by team leaders and supervisors.
	This unit is closely based on Worksafe Australia generic competency 'B'.

Element	**Performance Criteria**
1 Provide information on health, safety and security	• Relevant information is accurately and clearly explained to staff.
	• Specific enterprise information on health, safety and security is accurately and clearly explained to staff.
	• All information is readily accessible to staff.
2 Co-ordinate staff participation in health, safety and security issues	• All staff members are given the opportunity to contribute to the management of health, safety and security in the workplace.
	• Issues raised through consultation are actioned, resolved or referred to the appropriate person for follow up.
	• Feedback is provided on management systems to the designated person.
3 Implement and monitor procedures for controlling hazards and risks	• Workplace hazards and risks are identified and reported.
	• Control procedures are implemented and monitored in accordance with enterprise and legislative requirements.
	• Inadequacies in control measures are promptly identified and reported to the appropriate person.
4 Implement and monitor health, safety and security training	• Training needs are accurately identified based on close monitoring in the workplace.
	• Arrangements are made for fulfilling training needs in consultation with appropriate management and in accordance with enterprise policy.
	• Effectiveness of training is monitored in the workplace and adjustments made as necessary.

5	**Maintain health, safety and security records**	• Records are accurately and legibly completed and stored in accordance with enterprise and legal requirements. • Data is used to provide reliable input to the management of workplace health, safety and security.

Range of Variables

- This applies to all tourism and hospitality sectors.

- Hazards and risks may include but are not limited to:
  - workplace sickness
  - fire
  - crowd related risks
  - accidents
  - bomb scares
  - theft and armed robbery
  - deranged customers
  - equipment failure
  - weather emergencies
  - pests.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - working knowledge of relevant state/territory occupational health and safety legislation, specifically:
    - general duty of care
    - requirements for record keeping
    - provision of information and training
    - regulations and codes of practice in relation to hazards in work area
    - health and safety representatives and ohs committees
    - issue resolution
  - knowledge of specific enterprise policy and procedures.

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 monitor health, safety and security within the context of an established system where policies, procedures and programs exist
  - knowledge of required elements of health and safety legislation.

Linkages to Other Units:

- There is a link between this unit and a range of other units. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples may include but are not limited to:
  - THHGGA08A Plan And Establish Systems and Procedures
  - THHGLE01A Monitor Workplace Operations
  - THHGLE03A Develop and Implement Operational Plans.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the

full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	2

Unit THHGLE03A

Develop and Implement Operational Plans

Unit Descriptor	This unit deals with the skills and knowledge required to implement the planning process within the workplace. It focuses the skills needed by frontline managers to develop and implement a range of planning initiatives and underpins a range of other leadership units.

Element	**Performance Criteria**

1 **Develop operational plans**	• Plans and strategies are developed based on workplace needs and identification of opportunities for improvement and innovation.
	 • Scope and objectives of the required initiative are developed based on:
	   • overall enterprise goals
	   • staff and customer feedback
	   • monitoring of workplace operations.
	 • Internal and external factors which may impact on the plan are identified and analysed.
	 • Appropriate colleagues are consulted during the development of the plan.
	 • Resource strategies are developed.
	 • Administrative framework and systems are developed.
	 • Priorities, responsibilities and timelines are clearly identified and communicated.
	 • Evaluation systems are developed in consultation with appropriate colleagues.
	 • An internal and external communications strategy is developed to keep all stakeholders informed.

2 **Administer and monitor operational plans**	• Identified actions are implemented and monitored in accordance with agreed priorities. • Support and assistance is provided to colleagues involved in implementing the plan. • Reports are provided in accordance with enterprise requirements. • Financial control systems are implemented and monitored. • Additional resource requirements are assessed and actioned in accordance with enterprise policy.

3	**Conduct ongoing evaluation**	• Agreed evaluation methods are used to assess effectiveness in the workplace. • Evaluation involves all appropriate colleagues. • Problems are identified and adjustments are made accordingly. • Results of evaluation are incorporated into ongoing planning and operational management.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Operational plans will be quite broad in nature and many include plans for:
  - a department within a large organisation

  - a small business

  - a specific project

  - introduction of a new product.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - planning techniques
  - problem solving and decision making in specific relationship to development and implementation of operational plans
  - research skills in relation to broad range of information from multiple sources and related to broad range of issues
  - current internal and external environments impacting on the enterprise
  - legal issues which impact on enterprise operations as appropriate to industry sector.

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 develop a realistic plan that relates to a specific and "real" tourism and/or hospitality context. The plan should identify current and relevant industry and enterprise issues and clearly identify an implementation program
  - ability to apply an integrated approach to operational issues
  - knowledge and understanding of the following:
    - legal issues which affect general operations within the sector
    - current industry issues which affect general operations within the sector
    - specific implementation and monitoring issues which may affect the plan.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGGA08A Plan and Establish Systems and Procedures
  - THHGLE01A Monitor Work Operations
  - THHGLE08A Lead and Manage People.

- This unit relates to planning and as such combined assessment/training may be appropriate with a wide range of other leadership units. These units should be selected according to the needs of the specific sector and workplace.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	2

Unit THHGLE04A

Establish and Maintain a Safe and Secure Workplace

Unit Descriptor	This unit deals with the management of health, safety and security in tourism and hospitality enterprises. It is closely based on Worksafe Australia generic competency "C".

Element	Performance Criteria
1 **Establish and maintain a framework for health safety and security**	• Health, safety and security policies are developed and clearly expressed in enterprise policies. • Health, safety and security responsibilities and duties are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions. • Financial and human resources are identified, sought and/or provided in a timely and consistent manner. • Information on the occupational health and safety system and procedures is provided and explained in a form readily accessible to employees.
2 **Establish and maintain participative arrangements for the management of health, safety and security**	• Appropriate consultative processes are established and maintained. • Issues raised through participation and consultation are dealt with and resolved promptly and effectively. • Information about the outcomes of participation and consultation is provided in a manner accessible to employees.
3 **Establish and maintain procedures for identifying and assessing hazards and risks**	• Existing and potential hazards and risks are correctly identified and assessed. • A procedure for ongoing identification and assessment is developed and integrated within work systems and procedures. • Activities are monitored to ensure that this procedure is adopted effectively. • Hazard identification and risk assessment are addressed at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards and risks are not created. • Risks presented by identified hazards are correctly assessed in accordance with OH&S legislation and codes of practice.

4	**Establish and maintain procedures for controlling hazards and risks**	• Measures to control assessed risks are developed and implemented. • When measures which control a risk at its source are not immediately practicable, interim solutions are implemented until a permanent control measure is developed. • A procedure for ongoing control of risks, is developed and integrated within general systems of work and procedures. • Activities are monitored to ensure that the risk control procedure is adopted. • Risk control is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that adequate risk control measures are included. • Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control, and resources enabling implementation of new measures are sough and/or provided according to appropriate procedures.
5	**Establish and maintain organisational procedures for dealing with hazardous events**	• Potential hazardous events are correctly identified. • Procedures which would control the risks associated with hazardous events and meet any legislative requirements as a minimum are developed in consultation with appropriate emergency services. • Appropriate information and training is provided to all employees to enable implementation of the correct procedures in all relevant circumstances.
6	**Establish and maintain an occupational health and safety training program**	• An occupational health and safety training program is developed and implemented.
7	**Establish and maintain a system for occupational health and safety records**	• A system for keeping occupational health and safety records is established and monitored.

8	**Evaluate the organisation's health, safety and security system**	• Effectiveness of the health, safety and security system and related policies, procedures and programs is assessed according to the organisation's aims with respect to occupational health and safety.
		• Improvements to the occupational health and safety system are developed and implemented.
		• Compliance with occupational health and safety legislation and codes of practice is assessed to ensure that legal occupational health and safety standards are maintained as a minimum.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Participative/consultative procedures conducted by supervisory staff within the area of managerial responsibility.

- Monitoring of activities may include:
  - review of written reports
  - performance appraisal
  - auditing procedures.

- Hazards and risks may include but are not limited to:
  - workplace sickness
  - fire
  - crowd related risks
  - accidents
  - bomb scares
  - theft and armed robbery
  - deranged customers
  - equipment failure
  - weather emergencies
  - pests.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - detailed knowledge of relevant state/territory occupational health and safety legislation as it affects workplace operations
  - knowledge of links between other management systems and procedures on health safety and security
  - equal employment opportunity in relation to occupational health and safety
  - other legal issues which impact on health and safety in particular industry contexts.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in the workplace or through 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 develop a framework for a health, safety and security system within a specific tourism or hospitality context. This should include the creation of procedures and processes to guide all facets of the system
  - knowledge of specific and relevant legislative requirements.

Linkages to Other Units:

- There is a strong link between this unit and other units that deal with health, safety and security issues and general management competencies. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples may include but are not limited to:
  - THHGLE01A Monitor Workplace Health, Safety and Security
  - THHGLE03A Develop and Implement Operational Plans
  - THHGLE08A Lead and Manage People.

- This unit has a strong planning focus and repetition should be avoided with unit THHGLE03A Develop and Implement Operational Plans in the development of training programs.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	2

Unit THHGLE20A

Develop and Update the Legal Knowledge Required for Business Compliance

Unit Descriptor	This unit deals with the skills and knowledge required to ensure business compliance with legislation governing the tourism and hospitality industries.

Element	**Performance Criteria**
1 Research the legal information required for business compliance	• Sources of legal information and advice are accurately identified and accessed. • Information is selected and analysed for relevance to the business. • Information is recorded and/or distributed.
2 Ensure compliance with legal requirements	• Need for legal advice is assessed and sought where appropriate. • Information is shared with appropriate work colleagues in a timely manner. • Where appropriate information updates and training are organised for colleagues and staff. • Workplace systems and procedures are established and monitored to ensure compliance with legal requirements. • Aspects of operations which may infringe laws are identified and modifications are promptly developed and implemented.
3 Update legal knowledge	• Informal and formal research is used to update the legal knowledge required for business compliance. • Updated knowledge is shared with colleagues and incorporated into workplace planning and operations.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Sources of legal information and informal/formal research may include but are not limited to:
  - reference books
  - media
  - industry and/or employer associations
  - industry journals
  - internet
  - customers and suppliers
  - appointed legal experts.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - knowledge of compliance provisions of the following areas of law as they relate to tourism/hospitality:
    - contract
    - insurance and superannuation
    - consumer protection and trade practices
    - licensing
    - industrial relations
    - taxation
    - equal employment opportunity and anti-discrimination
  - statutory requirements for businesses
  - responsibilities/liabilities of Managers and Directors
  - research skills.

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:
  - understanding of the legislation that affects operations in a particular industry sector
  - knowledge of how to update information that applies to business operations.

- Particular focus should be placed on the application of legal knowledge to specific tourism and hospitality workplace situations and problems.

Linkages to Other Units:

- There is a strong relationship between the content of this unit and the content of other leadership units. Care should be taken to avoid duplication in training and/or assessment. Trainers and/or assessors should decide whether legal knowledge is covered in context with those other units or as a separate unit.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	1

PEOPLE

Unit THHGLE05A

Roster Staff

| **Unit Descriptor** | This unit deals with the skills and knowledge required to develop staff rosters. Depending upon the sector and enterprise, this may be carried out by a dedicated specialist staff, operational supervisors or managers. |

| **Element** | **Performance Criteria** |

1 Develop and implement staff rosters

- Rosters are developed in accordance with award provisions and enterprise agreements.
- Rosters take account of the need to maximise operational efficiency and customer service levels while minimising wages costs.
- Rosters are designed to meet requirements of wages budgets wherever possible.
- Duties are combined to ensure effective use of staff.
- Rosters are developed based on consideration of most effective appropriate mix of staff and skills base available.
- Rosters are finalised and communicated to appropriate colleagues within designated timelines.

2 Maintain staff records

- Time sheets are completed accurately and within designated timelines.
- Staff records are accurately updated and maintained in accordance with enterprise procedures.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Rostering may be for:
  - an individual department
  - a whole enterprise
  - a specific project.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - various types of rosters
  - overview of software programs available for roster design
  - roster design
  - in depth knowledge of area of operation
  - impacts of industrial relations and EEO issues on staff rostering.

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:
  - understanding of the factors which impact upon staff rostering
  - ability to prepare a staff roster within the framework of established operations, systems and procedures in a tourism/hospitality context within enterprise acceptable timeframes.

Linkages to Other Units:

- There is a strong link between this unit and a range of other units that may or may not be carried out by supervisors and managers in the workplace. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Example may include but are not limited to:
  - THHGLE01A Monitor Work Operations
  - THHGLE03A Develop and Implement Operational Plans
  - THHGLE06A Monitor Staff Performance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

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

Unit THHGLE06A

Monitor Staff Performance

Unit Descriptor	This unit deals with the skills and knowledge required to monitor staff performance and includes skills in performance appraisal and counselling.

Element	**Performance Criteria**
1 Provide performance feedback to staff	• Colleagues are consulted and informed about expected standards of performance. • Ongoing performance is monitored in the workplace. • Confirming and corrective feedback is provided to colleagues on an ongoing basis. • Colleagues receive guidance and support in the workplace. • Achievements and outstanding performance are recognised and rewarded. • Need for further coaching or training is identified and organised in accordance with enterprise policies.
2 Recognise and resolve performance problems	• Performance problems are promptly identified and investigated. • Feedback and coaching is used to address performance problems. • Possible solutions are discussed and agreed upon with colleague in question. • Outcomes are followed up in the workplace. • Where necessary formal counselling session is organised.
3 Implement performance appraisal systems	• Formal performance appraisals are implemented in accordance with enterprise policy. • Individual performance appraisals are conducted openly and fairly in accordance with enterprise policy. • Appraisal records are completed and filed in accordance with enterprise policy and industrial requirements. • Courses of action are agreed with colleagues and followed up in the workplace.

Range of Variables

- This unit may apply to various staff in all tourism and hospitality sectors.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - performance appraisal techniques and systems
  - knowledge of industrial relations and EEO issues which impact on staff performance monitoring
  - one to one coaching 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. 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 provide feedback in a supportive manner
  - ability to conduct a formal performance appraisal in accordance with established policies and systems.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGTR01A Coach Others in Job Skills.

- There is a strong link between this unit and a range of other units that may or may not be carried out by supervisors and managers in the workplace. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. 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** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	3
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	3
Using Technology	1

Unit THHGLE07A
Recruit and Select Staff

Unit Descriptor	This unit deals with the skills and knowledge required to recruit and select staff within the framework of overall human resource plans. Depending upon the sector and enterprise, this may be carried out by a dedicated specialist staff, operational supervisors or managers.

Element	Performance Criteria
1 Identify recruitment needs	• Short term recruitment needs are identified based on monitoring of service and efficiency levels in the workplace. • Colleagues are consulted in relation to staffing needs. • Selection criteria are developed based on the particular need identified. • Job descriptions are used where appropriate. • Recruitment initiatives are approved in accordance with enterprise policy.
2 Administer recruitment	• Advertisements for positions are created, approved and disseminated in accordance with enterprise policy. • Applications are processed in accordance with enterprise policy. • Applicants are informed of decisions and provided with other recruitment information within reasonable timeframes. • Interviews and other selection processes are organised in accordance with enterprise policy. • Employment offers are made in accordance with enterprise policy. • Prospective employees are advised on details in accordance with enterprise policy and industrial/legislative requirements. • Documentation is processed and filed in accordance with enterprise policy.

3	**Select staff**	• Applications are reviewed against criteria. • Interviews and other selection procedures are conducted in accordance with enterprise policy. • Applicants are treated courteously throughout the selection process. • Selection criteria are used as the basis for selection.
4	**Plan and organise induction programs**	• Induction programs are planned and organised to introduce new employees to the workplace. • Induction programs contain all appropriate practical information in accordance with enterprise policy and industrial/legislative requirements. • Information on the culture of the enterprise is included in induction programs.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - interviewing techniques
  - purpose and content of induction programs
  - relevant legislation in relation to recruitment and selection of staff:
    - equal employment opportunity
    - anti-discrimination
    - award provisions or other enterprise agreement issues
    - dismissal procedures.

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 establish accurate selection criteria for recruitment, conduct fair and effective interviews and make selections based on agreed criteria
  - understanding of recruitment administration systems and the legal environment in which recruitment takes place.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGLE05A Roster Staff
  - THHGLE06A Monitor Staff Performance
  - THHGLE08A Lead and Manage People
  - THHGLE09A Manage Workplace Diversity.

- There is a link between this unit and a range of other units that deal with employee relations issues. Depending upon the sector and individual workplace, combined training may be appropriate. Separate assessment is required.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	3
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 THHGLE08A

Lead and Manage People

Unit Descriptor	This unit deals with the skills and knowledge required to lead and manage teams of people in the workplace. It focuses on issues of leadership, motivation and teamwork.

Element | **Performance Criteria**

1 Model high standards of performance and behaviour

- Individual performance serves as positive role model for others.
- Individual performance shows support for and commitment to enterprise goals.
- People are treated with integrity, respect and empathy.

2 Develop team commitment and co-operation

- Plans and objectives are developed in consultation with the team and clearly communicated.
- Plans and objectives are consistent with enterprise goals.
- Expectations, roles and responsibilities are communicated in a way which encourages individuals/teams to take responsibility for their work.
- Individual's/team's efforts and contributions are identified, encouraged, valued and rewarded.
- Open and supportive communication styles are modelled and encouraged within the team.
- Information from the wider environment is shared with the team.
- Support and guidance is provided including representation of team's interests in the wider environment.

3 Manage team performance

- Skills of team members are assessed and opportunities for individual development are provided.
- Team performance is monitored to ensure progress towards achievement of goals.
- Tasks and responsibilities are appropriately delegated and monitored.
- Mentoring and coaching support is provided to team members.
- Team achievements are recognised and rewarded.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Teams may be:
  - project based
  - permanent teams.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - nature of management and leadership
  - principles of teamwork
  - motivation and leadership
  - conflict resolution in specific relation to leaders
  - industrial relations issues in people management
  - Equal Employment Opportunity.

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 build positive team spirit and effectively manage overall team performance within a specific tourism and hospitality context
  - knowledge of leadership, motivation and people management principles.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGCS03A Deal with Conflict Situations
  - THHGLE01A Monitor Work Operations
  - THHGLE09A Manage Workplace Diversity
  - THHGLE03A Develop and Implement Operational Plans.

- Depending upon the industry sector and workplace, combined training may also be appropriate with these and other related units.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	1

Unit THHGLE09A

Manage Workplace Diversity

Unit Descriptor	This unit deals with the skills and knowledge required to provide leadership in a diverse workplace where customers and staff are from a wide range of backgrounds. It builds on the common core unit THHCOR02A and reflects the importance of managing cross-cultural issues in the tourism and hospitality industry.

Element	**Performance Criteria**
1 Encourage respect for diversity in the workplace	• Individual behaviour provides a role model for others and demonstrates respect for diversity. • Planning and work practices are developed in a manner which shows respect for workplace diversity. • Colleagues are assisted and coached in ways of accepting diversity in relation to both colleagues and customers.
2 Use diversity as an asset	• The skills of a diverse workforce are recognised and used to enhance enterprise performance. • Benefits of diversity are promoted to colleagues.
3 Deal with problems arising from diversity issues	• Workplace problems which arise from diversity issues are promptly recognised and action is taken to resolve the situation. • Training needs are identified and actioned. • Coaching and mentoring is used to assist colleagues to successfully work in a diverse environment.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Diversity refers to diversity in its broadest sense and may be related to:
  - race
  - language
  - special needs
  - disabilities
  - family structure
  - gender
  - age
  - sexual preference.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - specific diversity issues which apply to the tourism and hospitality industry and which contribute to the industry's progress
  - cross cultural communication skills.

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:
  - understanding of the role of leaders in encouraging effective cross cultural communication in the tourism and hospitality industries
  - knowledge of specific cultural issues that may apply in a particular industry context.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
    - THHGCS03A Deal With Conflict Situations
    - THHGLE01A Monitor Work Operations.

- Depending upon the industry sector and workplace combined assessment/training may also be appropriate with a range of other units. These may include but are not limited to:
    - THHGLE08A Lead and Manage People
    - THHGLE07A Recruit and Select Staff.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	1

Unit THHGLE10A

Manage Workplace Relations

Unit Descriptor	This unit deals with the skills and knowledge required to manage workplace relations, from an industrial relations perspective. It focuses on the skills needed by all managers.

Element | **Performance Criteria**

1   Build a positive industrial relations climate

- Employees are provided with accurate and impartial information on industrial matters likely to affect them.
- Workplace changes or issues which may cause industrial unrest are identified.
- Potential causes of industrial unrest external environments are identified.
- Conditions of employment are created in accordance with relevant legislation and industrial awards/agreements.
- Mechanisms for consulting with staff and to facilitate two way communication are implemented.
- Consultative structures for the identification and resolution of grievances are established.

2   Establish and implement formal industrial procedures

- Procedures are developed in consultation with relevant parties in relation to:
  - counselling
  - disciplining staff
  - grievances
  - dispute resolution.
- Procedures are communicated to all appropriate staff.
- Agreed processes are used and monitored and appropriate adjustments made in consultation with relevant parties.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Relevant parties should include unions and employer groups as appropriate to the industry sector.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - an overview of the Australian and relevant State/Territory industrial relations system
  - the role of unions in the tourism/hospitality industries
  - the role of employer groups in the tourism/hospitality industries
  - provisions under relevant awards
  - procedures for workplace agreements
  - formal counselling and industrial dispute resolution procedures.

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:
  - knowledge of industrial relations issues and regulations and they apply to particular sectors
  - ability to interpret industrial awards and agreements
  - ability to develop procedures to handle industrial issues in the workplace.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGCS03A Deal With Conflict Situations
  - THHGCS06A Establish and Conduct Business Relationships
  - THHGLE01A Monitor Work Operations
  - THHGLE08A Lead and Manage People
  - THHGLE09A Manage Workplace Diversity.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	1

Unit THHGLE21A

Provide Mentoring Support to Business Colleagues

Unit Descriptor	This units deals with the skills and knowledge required to act as a business mentor to other individuals in the industry. To achieve competence in this unit, significant workplace experience would generally be required.

Element	**Performance Criteria**
1 Establish a relationship with mentoree	- Effective communication styles are used to develop trust, confidence and rapport. - Agreements are made on how relationship will be conducted including: - the amount of time involved for both parties - confidentiality of information - scope of issues to be covered. - Expectations and goals are discussed and clarified.
2 Offer mentoring support	- Mentoree is assisted to identify and evaluate options to achieve agreed goals. - Personal experiences and knowledge are shared with the mentoree to assist in progress towards agreed goals. - Mentoree is encouraged to make decisions and take responsibility for the courses of action/solutions under consideration. - Supportive advice and assistance is provided in a manner which allows the mentoree to retain responsibility for achievement of their own goals. - Changes in the mentoring relationship are recognised and openly discussed. - Adjustments to the relationship take account of the needs of both mentor and mentoree.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Mentors and mentorees may work within the same or different organisations.

- The mentoring process may apply to any area of business/professional endeavour.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - an understanding of mentoring, its role and potential benefits
  - communication in relation to listening, questioning and non verbal communication
  - knowledge and experience of the area of business in which the mentoree operates.
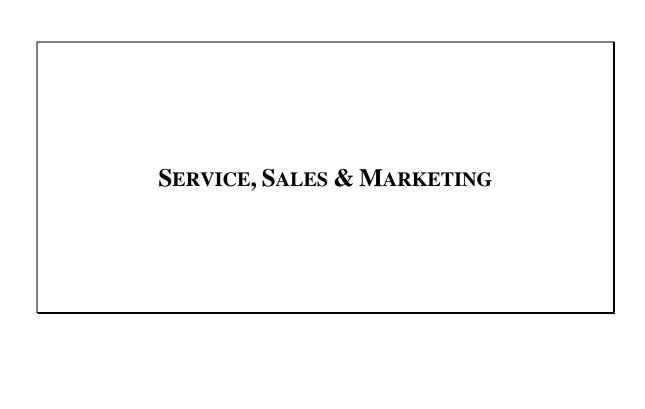
Context of Assessment:

- 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 use knowledge and experience to assist another individual to achieve their agreed goals
  - application of effective communication styles
  - understanding of the role and benefits of mentoring in business.

Linkages to Other Units:

- While this unit has a very strong relationship with many other leadership units, it is recommended that this unit be assessed alone.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	1

SERVICE, SALES & MARKETING

Unit THHGLE11A

Manage Quality Customer Service

Unit Descriptor	This unit deals with the skills and knowledge required to manage customer service quality in the workplace.

Element	**Performance Criteria**
1 Develop and implement approaches to enhance customer service quality	• Informal and formal research is used to obtain information on customer needs, expectations and satisfaction levels. • Changes in internal and external environments are considered in quality service planning. • Opportunities for colleagues to participate in the customer service planning process are provided. • Approaches are developed and communicated to colleagues and customers.
2 Monitor and adjust customer service	• Customer service standards are monitored in the workplace in accordance with enterprise policies and procedures. • Feedback is sought on an ongoing basis. • Coaching is used to assist colleagues to deal with customer service issues. • Colleagues are encouraged to take responsibility for customer service. • Customer service problems are identified and adjustments made accordingly to ensure continued service quality. • Adjustments are communicated to all those involved in service delivery within appropriate timeframes.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Informal and formal research on customer needs may include but is not limited to:
  - talking to customers
  - qualitative or quantitative research
  - seeking feedback from service delivery colleagues
  - analysis of competitive environment
  - analysis of industry and market trends.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - principles of quality assurance and its application to tourism and hospitality in a management context (not necessarily a formal quality management system)
    - industry and market knowledge as it applies to quality issues
    - competitive environment
    - overview of product development from a quality service perspective.

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 develop pro-active approaches to the enhancement of customer service within a specific tourism/hospitality context
    - knowledge of quality service principles.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
    - THHGLE08A Lead And Manage People.

- There is also a strong link between this unit and other leadership units. Depending upon the industry sector and workplace, combined assessment/training may be appropriate with those units.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	1

Unit THHGLE12A

Develop and Manage Marketing Strategies

Unit Descriptor	This unit deals with the skills and knowledge required to develop and manage marketing strategies within a tourism and hospitality context.

Element	**Performance Criteria**

1 **Analyse the market**	• Market and situation analysis is conducted using established techniques in accordance with:
	  • available budget
	  • the need for external assistance
	  • existing market data
	  • the need for additional data
	  • internal and external issues and constraints.

2 **Prepare marketing strategies**	• Marketing strategies are developed at the appropriate time using standard market planning techniques.
	• Strategies are developed to take account of:
	  • feedback from operational staff and other colleagues
	  • time management and scheduling issues and constraints
	  • resource constraints
	  • the current industry context
	  • the overall enterprise context.
	• Opportunities for colleagues to contribute to the marketing plan are provided.
	• Priorities, responsibilities, timelines and budgets are clearly defined in the plan and communicated to appropriate colleagues.
	• Marketing plan is submitted for approval where appropriate in accordance with enterprise policy.

3 **Implement and monitor marketing activities**	• Actions detailed in the plan are implemented and monitored in a cost efficient manner and according to schedule and contingencies. • Reports are produced in accordance with enterprise policy. • Information on marketing activities is shared with operational staff to maintain awareness of current enterprise focus.

| **4** | **Conduct ongoing evaluation** | • Marketing activities are evaluated using agreed methods and benchmarks.
• Adjustments are made in accordance with evaluation.
• Agreed changes are promptly communicated and implemented. |

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Marketing strategies may be for:
  - a specific product or service (new or existing)
  - a small/medium sized business enterprise
  - a destination
  - a single event.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
    - market analysis and planning techniques
    - internal and external issues which impact on market planning
    - industry marketing and distribution networks
    - research skills.

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 develop a marketing strategy for a specific tourism and/or hospitality product, service or enterprise. Plans should identify current and relevant industry enterprise marketing issues and include a detailed, realistic implementation program
    - knowledge and understanding of specific implementation and monitoring issues.

Linkages to Other Units:

- There is a very strong link between this unit and unit THHGLE03A Develop and Implement Operational Plans. Both units focus on planning. Depending upon the industry sector and workplace combined assessment/training may be appropriate.

- Care should be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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

FINANCE

Unit THHGLE13A

Manage Finances Within a Budget

Unit Descriptor	This unit deals with the skills and knowledge required to take responsibility for budget management. Budget development may be undertaken by others, and these skills are covered in unit THHGLE14A Prepare and Monitor Budgets.

Element	**Performance Criteria**
1 Allocate budget resources	• Funds are allocated according to agreed priorities. • Changes in income and expenditure priorities are discussed with appropriate person prior to implementation. • All relevant personnel are kept informed of resource decisions. • Colleagues are made aware of the importance of budget control. • Records of resource allocation are accurately detailed in accordance with enterprise control systems.
2 Monitor financial activities against budget	• Actual income and expenditure is checked against budgets at regular intervals. • Financial commitments are included to ensure accurate monitoring. • Deviations are identified and reported according to enterprise policy and significance of deviation. • Appropriate colleagues are advised of budget status in relation to targets.
3 Identify and evaluate options for improved budget performance	• Existing costs and resources are assessed and areas for improvement are clearly identified. • Desired outcomes are discussed with relevant colleagues. • Research is undertaken to investigate new approaches. • Benefits and disadvantages of new approaches are clearly defined and communicated. • Impacts on customer service levels and colleagues are taken into consideration. • Recommendations are clearly and logically presented to the appropriate person/department.

4	**Complete financial/statistical reports**	• All required financial and statistical reports are completed accurately within designated timelines.
		• Reports are clear, concise and checked for accuracy.
		• Reports are promptly forwarded to the appropriate person/department.

Range of Variables

- This unit may apply to various staff in all tourism and hospitality sectors.

- Budgets may include but are not limited to:
  - cash budgets
  - departmental budgets
  - budgeted profit and loss and balance sheets
  - wages budgets
  - project budgets
  - purchasing budgets
  - sales budgets
  - cashflow budgets
  - budgets for a small business.

- Financial/statistical reports may relate to:
  - daily, weekly, monthly transactions and reports
  - break up by department
  - occupancy
  - sales performance
  - commission earnings
  - sales returns
  - commercial account activity.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - knowledge and understanding of budgets, specifically the different types of budget, how a budget is structured and how to interpret a budget
  - knowledge of internal and external auditing requirements
  - knowledge of legislative requirements in specific relation to disbursement of funds and record keeping
  - financial reporting procedures.

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 monitor income and expenditure in accordance with budget, and to identify ways of improving budget performance
  - understanding of the main types of budget that apply in the industry (as per Range of Variables)
  - knowledge of basic budget principles and accounting/auditing/legislative/reporting requirements.

Linkages to Other Units:

- There is a strong link between this unit and a range of other units. Depending upon the industry sector and workplace, combined assessment/training may be appropriate. Examples include but are not limited to:
  - THHGLE01A Monitor Work Operations
  - THHGFA03A Audit Financial Procedures
  - THHGLE14A Prepare and Monitor Budgets.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	3
Using Technology	2

Unit THHGLE14A

Prepare and Monitor Budgets

Unit Descriptor	This unit deals with the skills and knowledge required to prepare and monitor budgets.

Element

Performance Criteria

1   Prepare budget information

- Data required for budget preparation is correctly identified and accessed.
- Data is reviewed and analysed in readiness for budget preparation.
- Where appropriate, directives from senior management or organising committees are followed.
- Internal and external environments are analysed for potential impacts on budget.
- Relevant colleagues are provided with the opportunity to contribute to the budget planning process.

2   Prepare budget

- Budget is drafted based on analysis of all available information and in accordance with enterprise policy.
- Income and expenditure estimates are clearly identified and supported by valid, reliable and relevant information.
- Alternative approaches are assessed and presented where appropriate.
- Recommendations are presented clearly, concisely and in an appropriate format.
- Draft budget accurately reflects enterprise objectives.
- Draft budget is circulated for comment.
- Budget is negotiated in accordance with enterprise policy and procedures.
- Modifications are agreed and incorporated.
- Final budget is completed in required format within designated timelines.
- Colleagues are informed of final budget decisions and ramifications in a timely manner.

| 3 | Monitor and review Budget | • Budget is regularly reviewed to assess actual performance against estimated performance.
• Significant deviations are investigated and action taken accordingly.
• Changes in the internal and external environment are considered during budget review and adjustments made accordingly.
• Information is collected to assist in future budget preparation. |

Range of Variables

- This unit may apply to various staff in all tourism and hospitality sectors.

- Budgets may include but are not limited to:
  - cash budgets
  - departmental budgets
  - budgeted profit and loss and balance sheets
  - wages budgets
  - project budgets
  - purchasing budgets
  - ales budgets
  - cashflow budgets
  - budgets for a small business.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - accounting principles and practices in specific relation to budget preparation
  - budget preparation techniques
  - business documentation presentation
  - negotiation skills in specific relation to budgetary planning
  - research skills.

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:
  - understanding of the technical budget preparation process and accounting procedures that must be followed
  - ability to prepare a range of realistic and accurate budgets within the context of a tourism or hospitality workplace
  - ability to analyse and consider the internal and external factors that impact on the budget development process.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGLE13A Manage Finances Within a Budget.

- There is a link between this unit and a range of other units. Depending upon the industry sector and workplace combined assessment/training may be appropriate. Examples include but are not limited to:
  - THHGLE15A Manage Financial Operations
  - THHGLE19A Develop and Implement A Business Plan.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the

full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
Collecting, Organising and Analysing Information	3
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 THHGLE15A

Manage Financial Operations

Unit Descriptor	This unit deals with the skills and knowledge required to manage the day to day financial operations within a tourism or hospitality enterprise. It is not intended to cover specialist accounting skills that are undertaken by qualified accountants.

Element	**Performance Criteria**
1 Develop approaches to financial management	• Scope of financial management requirements is assessed. • The need for specialist accounting assistance is identified and organised. • Approaches to financial management are developed based on overall direction and goals of the enterprise. • Financial management systems and procedures are developed in accordance with enterprise needs.
2 Develop and monitor financial procedures and systems	• The importance of financial objectives, management controls and systems are fully explained to all staff. • Procedures and systems are developed for to meet all statutory requirements and internal control requirements. • Procedures and systems are developed for monitoring income and ensuring payment of accounts. • Compliance with procedures and systems is regularly checked. • The flow of financial information within the organisation is monitored in terms of currency, accuracy and relevance. • Financial management systems are regularly reviewed and adjustments made in accordance with enterprise need.
3 Prepare and monitor accounts	• Original entry systems are supervised to maintain accuracy and currency. • General ledger is supervised and adjusted in accordance with accepted accounting practices. • Reports on current financial position are accurately generated. • Income and expenditure statements are accurately prepared. • Funds statements/statements of cashflow are accurately prepared.

4	**Make pricing decisions**	• Pricing decisions are made based on current and accurate financial and marketplace data. • Fixed, variable and semi-variable costs are accurately identified. • Cost - volume - profit analysis is correctly performed and interpreted taking account of the limitation of this process. • Profit margins are accurately calculated in accordance with enterprise policy.
5	**Monitor financial performance**	• Budgets are monitored against performance targets on a regular basis. • Corrective budgets are negotiated as appropriate. • Profit and loss statements are accurately prepared and interpreted. • Financial ratio analysis is correctly conducted and information used to assist in financial planning. • Remedial action is taken where appropriate. • Feedback on positive performance is communicated to appropriate personnel.

6	**Forecast financial needs of specific projects**	• Financial requirements and projections for special projects are effectively forecasted to include consideration of the following factors:
		  • cashflow implications
		  • availability of short and long term sources of funds
		  • market feasibility of the project
		  • assessment of income and expenditure in the light of project timing
		  • accurate research on costing details
		  • level of financial risk involved
		  • cost benefit analysis
		  • required level of profit from the project
		  • impact of the project on overall organisation financial position
		  • industry environment and competitive factors.
		• Specialist assistance is sought where necessary.

7	**Prepare financial proposals for specific projects**	• Financial proposals are prepared to include:
		  • overview of the project and objectives
		  • the purpose and amount of finance required
		  • the proposed structure of the project operation
		  • the operational and marketing plan
		  • projected financial performance
		  • management experience
		  • level of risk involved.
		• Financial proposals are presented in a clear concise and professional format.
		• Appropriate communication techniques are used to explain the details of financial proposals.
		• Meetings to discuss financial proposals are conducted in a professional and businesslike manner.

8	**Prepare financial reports**	• Financial reports are prepared accurately and to schedule according to enterprise and statutory requirements. • Specialist advice is sought on reporting requirements. • Accurate and concise reports are prepared.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Financial operations may be for:
  - a department within a large organisation

  - a small business.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - general knowledge of legislative requirements to be met by all enterprises
  - knowledge of specific financial regulations and requirements appropriate to industry sector
  - taxation issues (for tourism especially Fringe Benefits Tax)
  - overview of economic issues which affect financial performance
  - overview of computerised accounting packages available in the marketplace.

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:
  - understanding of the total financial management process within a business
  - ability to integrate the financial management activities of a business with overall business operations
  - knowledge of financial control, reporting and monitoring systems.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGFA04A Prepare Financial Statements
  - THHGLE13A Manage Finances Within a Budget
  - THHGLE14A Prepare and Monitor Budgets.

- Depending upon the industry sector and workplace combined training may also be appropriate.

- Care should also be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

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

PHYSICAL RESOURCES

Unit Code THHGLE16A

Manage Physical Assets

Unit Descriptor	This unit deals with the skills and knowledge required to manage the physical assets of a tourism or hospitality enterprise. It does not include specialist skills but focuses on the need for mainstream managers to pro-actively plan for and manage the acquisition and maintenance of physical assets that are crucial to business success.

Element	**Performance Criteria**
1 Develop strategies for systematic maintenance, repair and purchase of physical assets	• Strategies for managing physical assets are developed to take account of the following issues: - overall business and marketing objectives - appropriate product development plans - upkeep of physical assets register - the need for preventative repairs and maintenance systems - health, safety and security issues - scheduling which minimises disruption and loss of revenue - use of contracts versus ad hoc arrangements for maintenance and repairs - professional evaluation of the condition of physical assets - financial planning and constraints - environmentally sound practices.
2 Monitor the performance of physical assets in the workplace	• Systems are set up to ensure that condition and performance of physical assets is regularly reported and discussed within the enterprise. • Systems are established to identify timely replacement of physical assets. • Assessments are made based on safety, operational efficiency and customer service quality. • Problems are promptly identified and acted upon. • Specialist assistance is accessed when required.

3 **Co-ordinate financing of physical assets**

- Work or equipment specifications are accurately prepared.
- Costs are estimated based on evaluation of:
    - quotations and tenders from external supplies
    - appropriate maintenance agreements
    - in house advice from appropriate departments.
- Appropriate financial agreements are made based on consideration of financing issues including:
    - method of finance (lease, purchase, hire purchase)
    - length of agreement
    - taxation issues.
- Depreciation is taken into account.
- Financing is co-ordinated in consultation with financial management department or external professional as appropriate.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Physical assets management may be performed in whole or in part using external agencies and expertise.

- Physical assets may include but is not limited to:
  - buildings
  - equipment
  - fixtures, fittings and furnishings
  - vehicles
  - gardens
  - pools
  - rides and games.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - overview of financing options for asset acquisition
  - laws governing different types of physical assets
  - environmental standards and requirements
  - planning.

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 plan for and manage the acquisition, maintenance and replacement of physical assets within a specific tourism and hospitality workplace
  - understanding of the financial and legal issues that impact on the management of physical assets.

Linkages to Other Units:

- This unit should be assessed with or after the following unit:
  - THHGLE03A Develop and Implement Operational Plans.

- Depending upon the industry sector and workplace combined training may also be appropriate.

- Care should be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	2

Unit Code THHGLE17A

Manage and Purchase Stock

Unit Descriptor	This unit deals with the skills and knowledge required to establish stock control and stock purchasing systems within a tourism or hospitality context.

Element	**Performance Criteria**

1   Establish and implement an order and supply process

- An order and supply process is established and implemented in the workplace.
- Economic order qualities are established based on internal information and supplier advice.
- Stock levels are determined according to peak seasons, special events and supplier's lead time.
- Process is developed to include monitoring of quality during supply and delivery processes.

2   Establish and implement stock control systems

- Stock control systems are developed and communicated to all appropriate staff.
- Special control systems are applied to items showing high wastage or loss.
- A range of data is used to calculate standard methods and measures and these are communicated to appropriate staff.
- Systems are monitored in the workplace and adjustments made according to feedback and operational experience.
- Staff are trained to minimise stock wastage.

3   Develop optimum supply arrangements

- Quality of supply is evaluated based on feedback from colleagues and customers.
- Potential suppliers are sourced and reviewed against enterprise requirements.
- Purchase specifications are developed.
- Suppliers are assessed against specifications.
- Sources of supply are amended in accordance with assessment.

Range of Variables

- This unit applies to all hospitality establishments.

- Stock may include but is not limited to:
  - food and beverage
  - linen
  - housekeeping supplies
  - stationery
  - cleaning agents and chemicals
  - general stores.

- Data for establishing stock control systems may include but is not limited to:
  - yield tests
  - historical sales figures
  - stocktake figures.

- Stock control systems may include but are not limited to:
  - integrated point of sale systems
  - imprest
  - ledgers
  - bin cards
  - stock taking systems
  - stock valuation systems
  - stock reporting systems.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - methods of stock valuation
  - methods of yield testing
  - planning
  - supplier and market knowledge.

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 develop and stock purchasing and control systems within a specific tourism or hospitality context.

Linkages to Other Units:

- This unit should be assessed with or after the following units:
  - THHGCS07A Establish and Conduct Business Relationships
  - THHGLE03A Develop and Implement Operational Plans.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	2

Unit THHGLE18A

Monitor and Maintain Computer Systems

Unit Descriptor	This unit deals with the skills and knowledge required to monitor and maintain computer systems within the workplace. It does not apply to specialist computer staff, but to hospitality team leaders, supervisors and managers who also play a role in ensuring computer equipment meets business needs.

Element

Performance Criteria

1   Monitor effectiveness of computer equipment

- The effectiveness of computer equipment is maintained through ongoing consultations with users.
- Effectiveness is monitored by assessment of productivity and efficiency.
- Procedures for identifying and resolving problems are established and implemented including use of specialised assistance.
- Computer training needs are identified and training opportunities are provided.

2   Purchase hardware and software

- Hardware and software requirements are accurately identified and possible new approaches are researched.
- Feasibility of acquiring or upgrading is assessed.
- Options are evaluated against the needs of the enterprise including advantages and limitations.
- User friendliness, system support and training are investigated.
- External specialist assistance is sought as required.
- Decisions are made in consultation with appropriate colleagues.
- Introduction of new computer systems is planned to take account of impacts on colleagues and customers.
- Staff are adequately trained in using new systems.
- New systems are monitored for efficiency and action taken accordingly.

3   Maintain computer equipment and systems

- Systems for cleaning and minor maintenance are established in accordance with manufacturer's instructions.
- Faults are reported to the nominated person/supplier for rectification.
- Procedures for ensuring security of data are established including back ups and virus checks.
- Document filing systems and procedures are created to reflect the size, nature and complexity of the workplace.
- Equipment is set up to accept the software and functions being used.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Computer equipment may include but is not limited to:
  - screens
  - hard drives
  - printers
  - scanners
  - back up systems.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - sources of information and advice on computer systems
  - computer security and filing systems
  - key factors in achieving productivity and efficiency from computer systems
  - current technology options as appropriate to industry sector.

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:
  - knowledge and understanding of the important role of computer equipment with specific emphasis on tourism and hospitality contexts
  - current knowledge of the broad technological environment
  - knowledge of systems to maintain the effectiveness of computer systems.

Linkages to Other Units:

- There is a strong link between this unit and the following units:
  - THHGLE01A Monitor Workplace Operations
  - THHGLE16A Manage Physical Assets.

- 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** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

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

BUSINESS PLANNING

Unit THHGLE19A

Develop and Implement A Business Plan

Unit Descriptor	This unit deals with the skills and knowledge required for strategic business planning and management.

Element	**Performance Criteria**
1 Prepare business plan	• A business plan is prepared using recognised business planning techniques to include consideration of the following:
	• mission statement
	• business objectives
	• current and potential product
	• industry environment
	• external business environment
	• market analysis
	• marketing strategy
	• operational strategy
	• management and organisational structure
	• labour requirements and skills
	• financial plan and projections
	• action plan and schedule
	• evaluation techniques
	• industry ethics
	• liability and legal issues
	• environmental considerations
	• quality management.
	• The business plan is prepared after consultation with all appropriate staff, management and other stakeholders so that all perspectives are taken into account in the development of the plan.

2	**Implement the business plan**	• The objectives and content of plans is communicated in a timely manner to appropriate personnel in a manner which facilitates:

- a clear understanding of the plan and its role
- a clear understanding of objectives, activities and individual responsibilities.

• Appropriate communication and leadership techniques are employed in the management of the business plan to encourage:

- a team approach towards the achievement of objectives
- staff commitment to the achievement of targets
- commitment to service quality in the implementation of the plan.

• Staff are encouraged to provide ongoing input in to the business plan.

• Actions detailed in the plan are implemented in a cost efficient manner according to schedule and contingencies.

3	**Monitor the business plan**	• Business plan is regularly reviewed and re-worked in the light of changing circumstances.

• Activities are monitored using the evaluation methods detailed in the plan on an ongoing basis to take account of the following factors:

- progress towards objectives
- evaluation of individual activities
- the need for changes to the plan.

• Agreed changes to plans are promptly implemented in the context of the following:

- the need for effective communication to staff regarding the reasons for change
- the need for re-scheduling of action plans
- the need for timely provision of appropriate information regarding changes to external parties and customers.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- A business plan may be for:
  - a new small business venture

  - an existing small business

  - a division or department of a large organisation

  - a new product development initiative.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - in depth knowledge of business planning techniques
  - broad legal and business liability issues as appropriate to the industry context
  - economic issues which impact on business performance
  - tourism and hospitality industry knowledge including current trends, structures and government policies
  - internal and external business environments as appropriate to the industry context
  - communication and leadership skills
  - research skills.

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 develop and implement a business plan within a specific tourism and hospitality workplace. An integrated approach is required
  - knowledge of all the items covered in the Evidence Guide and the ability to apply that knowledge to a specific industry context.

Linkages to Other Units:

- This unit should be assessed with or after a number of other leadership units (and their pre-requisite units) including:
  - THHGLE03A Develop and Implement Operational Plans
  - THHGLE04A Establish and Maintain A Safe and Secure Workplace
  - THHGLE08A Lead and Manage People
  - THHGLE11A Manage Quality Customer Service
  - THHGLE12A Develop and Manage Marketing Strategies
  - THHGLE15A Manage Financial Operations
  - THHGLE16A Manage Physical Assets.

- Depending upon the industry sector and workplace combined assessment/training may be appropriate for some of these units.

- Care should be taken to avoid duplication with unit THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance.

- Care should be taken in developing training to meet the requirements of this unit. For **generic** prevocational training, organisations should provide training that considers the full range of industry contexts with no basis 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.

Key Competencies in this Unit	Level
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	2

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BACKGROUND AND ACKNOWLEDGMENTS

The Australian National Training Authority funded Tourism Training Australia to develop an integrated training package for the Hospitality industry. This training package builds upon the already comprehensive work completed over previous years in the development of standards, curriculum and resources.

The process of development has involved extensive research and consultation with industry and other relevant parties throughout Australia. Hospitality operators, associations, state training organisations and both public and private providers were represented on the National Industry Reference Group.

Tourism Training Australia would like to acknowledge the contribution of all those industry operators, associations, state training organisations, public and private providers and those within the Tourism Training Network who have assisted with Hospitality Training Package project.

INTRODUCTION TO COMPETENCY STANDARDS

An essential component of the Hospitality Training Package was the review of existing competency standards, and development of new competency standards. Subsequently following competency standards have emerged:-

- ➢ Common Core (Tourism/Hospitality)
- ➢ Hospitality Core
- ➢ Commercial Cookery (including Kitchen Attending)
- ➢ Food and Beverage
- ➢ Gaming
- ➢ Front Office
- ➢ Housekeeping
- ➢ Patisserie
- ➢ Commercial Catering
- ➢ Security
- ➢ General Units (covering a range of areas)

KEY PRINCIPLES

The following principles underpin all the competency standards:

- ➢ These competency standards define the skills and knowledge required to work in the hospitality industry. The standards are designed to provide a flexible framework which can be used by all hospitality enterprises regardless of location or business size.

- ➢ To be meaningful and valuable, training and/or assessment based on these standards must be tailored to meet the specific needs of industry sectors, individuals and different cultural groups.

- ➢ The standards recognise the need to balance the commercial viability of hospitality and tourism operations with the need for culturally and environmentally appropriate practices.

WHAT ARE COMPETENCY STANDARDS?

Competency Standards are statements about the skills and knowledge that people need to perform their jobs to the required industry standards.

They are nationally agreed benchmarks for effective performance in the hospitality and tourism industry.

WHAT ARE COMPETENCY STANDARDS USED FOR?

Competency Standards are the key elements in ensuring that all training meets the real needs of industry. However, they can also be used for much more than training. They can form the basis for a complete and integrated human resource system.

The standards can be used for:

➢ compiling job descriptions and organising work structures

➢ recruitment

➢ determining training needs

➢ developing training and training resources/materials

➢ appraisals and skills assessment

➢ linkages between skills and industrial awards

HOW ARE THEY DEVELOPED?

Competency Standards are developed by the industry through an extensive process of research and consultation. Tourism Training Australia co-ordinated this process. Consultation was undertaken Australia wide using the Tourism Training State/Territory network. It involved wide circulation of standards with feedback obtained through a range of methods including focus groups, questionnaires and interviews.

Standards for the Hospitality industry have existed for several years. The development of the competency standards under the Hospitality Training Package, has been based on a review of existing work. It has also included technical update of the standards with the addition of more comprehensive Evidence Guides and Range of Variable statements.

WHAT DO COMPETENCY STANDARDS LOOK LIKE?

UNIT CODE: ***THHCOR3A***

| | **Unit Code** - Indicates the unit level |

FOLLOW HEALTH SAFETY AND SECURITY PROCEDURES

Unit Title - Statement of what you do in the workplace

Unit Descriptor   This unit deals with the skills and knowledge required to follow health, safety and security procedures. This unit applies to all individuals working in tourism and hospitality. It does not cover hygiene or first aid which are found in separate units.

Unit Descriptor

Provides additional general information about the unit

Element	Performance Criteria
1 Follow workplace procedures on health, safety and security	• Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. • Breaches of health, safety and security procedures are identified and promptly reported........
2 Deal with emergency situations	• Emergency and potential emergency situations are promptly recognised and required action is determined and taken with scope of individual responsibility. • Emergency procedures are correctly followed in accordance with enterprise procedures........

3 Maintain safe personal presentation standards	• Personal presentation takes account of the workplace environment and hygiene and safety issues including:
	    • Appropriate personal grooming and hygiene
	    • Appropriate clothing and footwear

4 Provide feedback on health, safety and security	• Issues requiring attention are promptly identified • Issues are raised with the designated person in accordance with enterprise and legislative requirements

Elements

The building blocks which make up the unit

Performance Criteria

The level of performance that is required for each element. These are used as the tools for assessment

Range of Variables
• This unit applies to all hospitality and tourism sectors:
• Health, Safety and Security procedures may include but are not limited to procedures for:
    • Fire prevention
    • Evacuation procedures
    • Safe sitting, lifting and handling

Range of Variables

Provides guidelines on different situations and contexts

Evidence Guide
Underpinning Skills and Knowledge
• To demonstrate competence, evidence of skills and knowledge in the following is required:
    • Industry / sector insurance and liability requirements....
Context of Assessment
• This unit may be assessed on or off the job. Assessment should include........
Critical Aspects of Assessment
• Evidence should include a demonstrated understanding of the importance of working in accordance with health, safety and security procedures, and of the......
Linkages to Other Units

• This is a core unit that underpins effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other operational and service units.

Evidence Guide

Shows the underpinning knowledge and skills needed for this unit

Provides guidelines for assessment

THE HOSPITALITY STANDARDS

The standards describe the skills and knowledge needed to work throughout the Hospitality industry. Individual units are combined to create a package of skills which suit the needs of the work situation.

HOW ARE THE STANDARDS ORGANISED AND CODED?

The following is an explanation of how the standards for the entire Hospitality industry are organised.

COMMON CORE
Competencies required by all people working in the Tourism & Hospitality Industry.

HOSPITALITY CORE
Competencies required by all people working in the Hospitality Industry.

HOSPITALITY FUNCTIONAL AREAS

Competencies required in functional areas of the Hospitality Industry

Units of competence may be selected according to the needs of a particular job.

COMMERCIAL COOKERY	COMMERCIAL CATERING	ASIAN COOKERY	PATISSERIE	FOOD & BEVERAGE	FRONT OFFICE	HOUSE KEEPING	SECURITY	GAMING

GENERAL UNITS

Competencies required by some people across all Hospitality Industry sectors

Units of competence may be selected according to the needs of a particular job

CUSTOMER SERVICE , SALES & MARKETING	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TRAINING	LEADERSHIP

WHAT ARE THE MAIN FEATURES OF COMPETENCY STANDARDS?

CODING

Each nationally endorsed unit of competence has been allocated a unit code. This national code consists of:-

➢ a national identifier for those Hospitality units reviewed and developed as part of the Hospitality Training Package "THH".

➢ common core unit identifier for Tourism and Hospitality "COR".

➢ hospitality core unit identifier "HCO".

➢ stream/functional area identifier. For example G - Gaming, H - Housekeeping, FB - Food and Beverage etc.

➢ general unit identifier "G".

➢ a version descriptor. The first version descriptor for all recently reviewed and developed units of competence is "A". As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc to reflect the changes.

Example:-

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	HCO01	A	Develop and Update Hospitality Industry Knowledge
THH	BKA01	A	Organise and Prepare food
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCAT01	A	Prepare Food According to Specific Dietary & Cultural Needs
THH	BPAT01	A	Prepare and Produce Pastries
THH	BFB01a	A	Clean Tidy Bar Areas
THH	BG01	A	Operate A Gaming Location
THH	BFO01	A	Receive and Process Reservations
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BHTS01	A	Maintain Security of Premises and Property
THH	GCS01	A	Develop and Update Local Knowledge
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GGA01	A	Communicate on the Telephone
THH	GFA01	A	Process Financial Transactions
THH	GCT01	A	Access & retrieve Computer Data
THH	GTR01	A	Coach other in Job Skills
THH	GLE01	A	Monitor Workplace Operations

Please note that an individual unit of competence does not have a formal level. It is only when units are packaged together in a qualification that a level is decided.

ARE THERE ANY TIPS ON USING THE STANDARDS?

Here are a few pointers to use to help you in using the standards:-

➢ The standards are statements about what people need to be **able to do** in the workplace - they are not designed to cover the details of training that may be needed for people to acquire the skills.

➢ The standards are written to be general enough to apply to the range of situations in the hospitality industry. Therefore you will see statement like 'in accordance with enterprise procedure' or 'as appropriate to the work situation'. **The standards provide a guide which can then be taken and tailored to meet the needs of specific sectors and business.**

➢ Remember the standards must allow for flexible tailoring and targeting of training and assessment.

➢ When using the standards take advantage of all the information that is provided. Often the Range of Variables and Evidence guides will provide extra information to help you achieve the results you need.

➢ While individual units of competence define the skills and knowledge in a particular area of work, it is the combination of several units which creates a meaningful outcome in the workplace. All users are encouraged to mix, match and combine units to meet specific needs.

You will find further information and guidance on using competency standards and other elements of the Hospitality Training Package in the "USER GUIDE PROFESSIONAL DEVELOPMENT RESOURCE" produced by Tourism Training Australia. Contact your local Tourism Training office for details.

Unit THHGTR01A
Coach Others in Job Skills

Unit Descriptor	This unit deals with the skills and knowledge required to provide on-the-job coaching to colleagues. This unit has no parity with National Workplace Trainer standards, but reflects the situation in many tourism and hospitality workplaces where 'buddy' systems and on job coaching are extremely common.

Element	Performance Criteria

1 Prepare for on job coaching	• The need for coaching is identified based on a range of factors which could include:
	  • request for coaching from colleague to be coached
	  • own observation and workplace experience
	  • direction from other colleagues.
	• Specific coaching needs are identified through discussion with colleague to be coached.
	• Where appropriate, a specific time and place for coaching is organised with colleague in accordance with enterprise policy.

2 Coach colleagues on-the-job	• Overall purpose of coaching is explained to colleague. • Specific skills to be coached are explained and demonstrated. • Any underpinning knowledge required is clearly communicated. • Colleague's understanding is checked. • Colleague is given the opportunity to practise the skill and ask questions. • Feedback is provided in a constructive and supportive manner.
3 Follow up coaching	• Progress with new skills is monitored in the workplace and supportive assistance is provided as required. • Progress is reported to the appropriate person as required. • Performance problems or difficulties with the coaching are identified and referred to the appropriate person for follow up.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Coaching sessions could be conducted in a range of contexts including but not limited to:
  - on-the-job during work hours

  - before or after work

  - in a simulated location away from the actual workplace.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence, evidence of skills and knowledge in the following areas is required:
  - competency in the skill being coached
  - basic principles of training (explanation, demonstration, review, trainee explanation, trainee demonstration, feedback)
  - communication skills, specifically the use of questioning techniques and clarity in oral communication.

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 provide supportive on job coaching with constructive and supportive feedback
  - clarity in communication
  - knowledge of basic training principles.

Linkages to Other Units:

- There is a link between this unit and other training units and combined assessment/training may be appropriate.

- Please note that training delivery and training resources developed to support this unit must address specific workplace contexts.

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

Unit THHGTR02A

Train Colleagues in the Workplace

Unit Descriptor	This unit describes the preparation, delivery and review of training in the workplace. The competencies identified in this unit are based on and equivalent to the National Workplace Trainer Competency Standards, Category 1, Units 1 - 3. Users should consult with Tourism Training Australia or their local Tourism Training office to ensure usage of the most up to date version of this unit.

Element	**Performance Criteria**
1 Confirm the need for training	• The specific training need is identified. • The trainee is clearly informed of the competencies required. • Other relevant personnel are informed of the training need.

2 Plan and document one-to-one training sessions	• Training sessions are planned and defined to include:
	  • a clear statement of training objectives and measurable outcomes
	  • evidence required for assessment and how it will be collected.
	• Steps in the training session follow a logical sequence.
	• The training method(s) selected are appropriate for:
	  • the training outcomes
	  • the trainee
	  • availability of equipment and resources.

3 Arrange locations and resources	• Resources required for training are identified and approved. • Suitable, safe and accessible locations for the training are arranged. • Equipment, tools and other resources are organised. • Any required assistance for training or follow-up session is arranged.

4	**Prepare trainees**	• The training process is explained and discussed with the trainee, to ensure full understanding of:
		  • what the objectives are
		  • why it is required
		  • how it will be achieved and the sequence of activities
		  • the assessment process
		  • any barriers to performance.
		• The trainee and relevant personnel are informed of the time and place of the training session.

5	**Conduct one-to-one training sessions**	• A systematic approach is taken to instruction, taking into account:
		  • explanation
		  • demonstration
		  • review
		  • trainee explanation
		  • trainee demonstration
		  • feedback.
		• The level of experience, prior learning, language proficiency and other key personal trainee factors are sensitively taken into consideration during the instruction process.
		• Opportunities for practice are provided.
		• Constructive feedback and reinforcement during training and practice sessions is given to encourage trainees.
		• Trainees are encouraged to evaluate own performance.
		• Trainees' readiness for assessment is monitored.

6	**Assess one-to-one training session**	• Appropriate assessment techniques are selected and applied, and evidence is collected in accordance with the plan. • The trainee is sensitively informed of the outcomes of the assessment. • Where appropriate, remedial training requirements are identified. • Results of training are recorded according to organisation requirements.

| **7** | **Evaluate one-to-one training sessions** | • The training session is evaluated based on:
    • performance of the trainee
    • feedback from the trainee
    • own performance.
• Evaluation includes:
    • clarity of presentation
    • any problems encountered
    • opportunities to practise
    • ability to apply outcomes.
• Adjustments to training are made on the basis of evaluation. |
| **8** | **Follow up training in the workplace** | • Relevant records are made and kept according to legislative and enterprise requirements.
• Trainee's performance is followed up in the workplace to assess the effectiveness of the training.
• Information on proposed and available training is provided to other personnel in the workplace. |

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Category 1 applies to those people, who provide training in the workplace but for whom the training function is not a major part of their job. They may provide training infrequently or regularly within a structured training context.

- Training is provided on a one-to-one basis or to small groups of trainees.

- This unit can be applied to either induction or on-the-job training, and to formal or informal training situations.

- Training be may related to any of the competencies required in tourism and hospitality establishments.

Evidence Guide

Underpinning Skills and Knowledge:

- To demonstrate competence evidence of skills and knowledge in the following areas is required:
  - principles of adult learning
  - basic training methods.

Context of Assessment:

- This unit may be assessed on or off-the-job. Assessment should include practical demonstration either in workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

Critical Aspects of Assessment:

- Evidence of competency should be obtained by observation of training delivery on a least one occasion. If this is not possible, then at least one direct observation should be supported by supplementary evidence, such as confirmation by a supervisor or discussions with trainees.

- Evidence of preparation, record keeping and review of the training session must be obtained.

Linkages with Other Units:

- This unit should be assessed alone.

- Please note that training delivery and training resources developed to support this unit must address specific workplace contexts.

Key Competencies in this Unit	Level
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	3
Using Technology	1

Unit THHGTR03A

Prepare for Training

Unit Descriptor	This unit deals with the skills and knowledge required to identify training needs and develop training to meet those needs. In many tourism and hospitality enterprises, this is a function of specialist training managers.
	This unit equates to National Workplace Trainer Standards Category 2, Unit 1. Users should consult with Tourism Training Australia or their local Tourism Training office to ensure usage of the most up to date version of this unit.

Element	Performance Criteria
1 Confirm the need for training	• Information on training needs is collected using appropriate investigation methods.
	• Appropriate methods of analysis are used to interpret the information.
	• Conclusions about the need for training are verified with appropriate personnel.
2 Define training requirements	• Competencies that relate to specific jobs, roles or functions are identified.
	• Applicable endorsed competency standards are obtained and used.
	• Competencies held by individuals are correctly compared with competencies required for the job role or function.
	• Training outcomes are identified in consultation with relevant parties.
	• Barriers to learning are identified.

3	**Develop training programs**	• Learning outcomes clearly specify performance requirements and underpinning knowledge requirements.

- Sequence and timing of the learning outcomes are recorded.
- Strategies are adopted to make training accessible and effective for all trainees.
- Strategies to overcome barriers to learning are developed.
- Training methods are identified which are appropriate for:
  - training outcomes
  - trainee characteristics
  - availability of equipment and resources.
- Training is designed and developed so that, learning will be confirmed and feedback provided at appropriate stages.
- Opportunity is provided for trainees to relate learning to their work situation.
- Trainees are given the opportunity to manage their own learning.
- Learning materials are identified.
- Evidence required for assessment and how it will be collected is stated.
- Training costs are identified and confirmed with appropriate personnel.

4   Prepare learning materials

- Learning outcomes are listed.
- Design decisions are taken to overcome barriers to learning.
- Subject matter required to achieve the learning outcomes is specified.
- Formats for the material are selected which enhance the learning capability of trainees.
- Text as appropriate in terms of language, style and level.
- Clear, accurate visual materials are used.
- Instructions for use of required equipment are provided.
- Copyright laws are observed.

5	**Manage training events**	• Resources required for training are identified and approved by appropriate personnel. • A training location is identified and arranged to support the learning opportunities specified. • The required equipment, tools and other resources are identified and arranged. • Arrangements are made with any people who are required to help in the training program. • The training environment arranged is safe and accessible.
6	**Establish training data bank**	• A list of internal training resource people is maintained. • External people from whom information on training can be obtained are identified and their names recorded in an accessible form. • Training materials and information on training and assessment are held in an accessible form. • An up to date register of likely external courses and providers is maintained.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Training provision may range from one-to-one, small or large group training. It may include both on-the-job and off-the-job training provision.

Evidence Guide

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:

- In Element 1 look for -
  - knowledge of investigation methods
  - acceptable rationale for choice of investigation methods
  - necessary range of investigations.

- In Element 2 look for -
  - justification for choice of methods to determine competencies if endorsed competency standards are not available
  - recognition of barriers to learning among trainees such as language, literacy, and numeracy skills, or barriers arising from cultural background, physical impairment of previous experience of the trainees.

- In Element 3 look for -
  - knowledge of a variety of presentation/training methods
  - explanation of training methods selected
  - recognition of barriers to learning (see above).

- In Element 4 look for -
  - criteria employed for selecting media, text and visual materials
  - basic knowledge of display conventions
  - knowledge of the import of copyright laws.

- In Element 5 look for -
  - record of venues
  - knowledge of relevant safety and health standards to be observed.

- In Element 6 look for -
  - indexed, annotated records of internal and external training resources.

Linkages to Other Units:

- This unit could be assessed in conjunction with other Category 2 training units.

- Please note that training delivery and training resources developed to support this unit must address specific workplace contexts.

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

Unit THHGTR04A

Deliver Training

Unit Descriptor	This unit deals with the skills and knowledge required to effectively deliver group training.
	This unit equates to of the National Workplace Trainer standards Category 2, Unit 2. Users should consult with Tourism Training Australia or their local Tourism Training office to ensure usage of the most up to date version of this unit.

Element **Performance Criteria**

1 Prepare trainees for the learning experience
- Training objectives and learning outcomes are explained and discussed.
- Any barriers to learning are explored.
- The sequence of activities to be followed in the training program is explained.
- Ways in which competencies are to be developed and assessed are explained and discussed.

2 Deliver training session
- Presentation and training methods are structured appropriately for the development of competencies.
- Presentation and training methods provide variety, encourage participation and reinforce key points.
- Presentation process is reviewed and modified as necessary to meet trainees learning needs.
- Training equipment and materials are used in a way which improves the trainees' learning.
- Information is clear, accurate and presented in correct sequence.
- Trainees are encouraged to participate by asking questions, clarifying points of concern and contributing comments at appropriate and identified stages.
- Supplementary information is provided to enhance and clarify understanding as required.
- Summaries of key points are used at appropriate times in the presentation session to reinforce learning.

3	**Support trainees in managing their own learning**	• Resource materials suitable for self-managed learning are provided. • Trainees are briefed in their role. • Health and safety hazards are highlighted. • Timely information and advice is given to trainees during the learning process. • Assistance is provided to those who require help. • Opportunities to make choices and decisions are provided.
4	**Facilitate group learning**	• Trainees are briefed on the rationale, process and outcomes of a group approach. • Group training methods are used to maximise learning effectiveness. • Individuals are assigned to groups in which they can work effectively. • Groups are provided with clear directions, and guidance on content and process as required. • Groups are assisted to recognise the needs and requirements of individual members. • Interventions by the trainer in group discussions are properly managed. • Review of group processes is shared between the participants and the trainer.
5	**Provide opportunities for practice**	• Practice opportunities are provided according to the specific learning situation and the training program. • Trainees readiness for assessment is monitored and discussed with trainees. • Process, rationale and outcomes of practice are discussed with trainees. • Constructive feedback and reinforcement are provided during practice.
6	**Provide feedback on progress to trainees**	• Trainees' progress is evaluated against learning outcomes, organisation and trainee goals. • Feedback is given to trainees on the outcomes of progress review. • Trainees are helped to consider their progress. • Progress results are diagnosed to provide a guide for the approach to next steps in training.
7	**Review delivery experience**	• Trainees' reaction to the delivery is sought and discussed at appropriate times. • Trainer's performance is self-assessed against predetermined goals. • Adjustments to delivery practices are considered and incorporated.

8	**Report on the conduct of**	•	Positive or negative features are reported to those responsible for assessment procedure.
	assessment	•	Assessment decisions disputed by participants are recorded and reported promptly.
		•	Suggestions for improvement are made to those responsible for the assessment procedure.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Training provision may range from one-to-one, small group or large group training. It may include both on-the-job and off–the-job training provision.

Evidence Guide

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:

- Evidence of satisfactory performance in this unit is best gathered from observation of training delivery in a number of settings, with different training programs. Discussion with the trainer will be necessary.

- In Element 1 look for -
  - ways of addressing any barriers to learning among trainees such as language, literacy and numeracy levels, or barriers arising from the cultural background, physical impairment or previous experience of the trainees.

- In Element 3 look for -
  - explanation of the criteria for selection of resource materials.

- In Element 4 look for -
  - understanding of group processes and dynamics.

- In Element 7 look for -
  - evidence of changes made to subsequent delivery practices based on feedback from trainees.

Linkages to Other Units:

- This unit could be assessed in conjunction with other Category 2 training units.

- Please note that training delivery and training resources developed to support this unit must address specific workplace contexts.

Key Competencies in this Unit	Level
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	3
Using Technology	1

Unit THHGTR05A

Conduct Assessment

Unit Descriptor	This unit deals with the skills and knowledge to assess trainees. This unit equates to the National Workplace Trainer standards Category 2, Unit 3 , the National Assessment Standard and the extension unit in the National Assessment Standards. Users should consult with Tourism Training Australia or their local Tourism Training office to ensure usage of the most up to date version of this unit.

Element	**Performance Criteria**
1 Establish evidence required and assessment methods	• Establish the evidence required to infer competency from the endorsed competency standards, learning outcomes of the training program or other performance measures used. • Specify evidence requirements for the assessor to authenticate the performance/product of the person(s) being assessed. • Specify sufficient evidence on which to base valid inferences. • Specify evidence requirements which will confirm that competency is current. • Specify sufficient evidence to show consistent achievement of the specified standards. • Identify opportunities to consolidate evidence gathering activity. • Establish the cost of gathering the required evidence. • Select assessment methods which are appropriate for gathering the type and amount of evidence required. • Propose suitable adjustments in the assessment method to cater for those person(s) being assessed who have special needs.

2	**Develop simple assessment tools**	• Design an assessment tool(s) which gathers:
		  • valid evidence
		  • reliable evidence
		  • sufficient evidence or complements the use of other assessment tools in gathering sufficient evidence.
		• Design an assessment tool which is clear and comprehensible both to those conducting the assessment and to those being assessed.
		• Verify that the assessment tool permits flexible, fair and safe assessment to occur.
		• Verify that the assessment tool is cost-effective in gathering required evidence.
		• Prepare accompanying instructions for use specifying any adjustments which can be made to address the requirements of people being assessed who have special needs.

3	**Review evidence requirements, assessment methods and assessment tools**	• Trial assessment methods and assessment tools with people similar to those who will ultimately be assessed.
		• Evaluate the assessment methods and tools for:
		  • clarity
		  • reliability
		  • validity
		  • fairness
		  • cost effectiveness.
		• Make improvements and changes to the assessment methods and assessment tools in the light of the evaluation of the pilot exercise.
		• Ratify procedures with relevant people in the industry/enterprise or training establishment of the evidence requirements, assessment methods and assessment tools and the process used in developing them.

4	**Identify and explain the context of assessment**	• Discuss the context and purpose of assessment with the person(s) being assessed and confirm that it is understood. • Obtain and explain to the person(s) being assessed the relevant performance measures applying to assessment (eg. competency standards, learning outcomes of the training program). Instructions are verified by person(s) being assessed. • Explain and obtain agreement for the assessment procedure. • Identify and explain any legal and ethical responsibilities associated with assessment to the person(s) being assessed. • Check whether the person(s) being assessed requires the allowable adjustments in the assessment procedure applying to those with special needs.

5	**Plan evidence gathering opportunities**	• Identify opportunities to gather evidence of competency which occur as part of workplace of training activities.
		• Identify the need to gather additional evidence which may not occur as part of workplace or training activities.
		• Plan and schedule all evidence gathering activity in accordance with the assessment procedure.
		• Ensure that the planned approach to gathering evidence will provide sufficient, valid and fair evidence of competency.
		• Ensure that the planned approach to gathering evidence will cover the four key dimensions of competence:
		  • task skills
		  • task management skills
		  • contingency management skills
		  • job/role environment skills.

6	**Organise assessment**	• Obtain and arrange the resources specified in the assessment procedure. • Inform the relevant people of assessment plans. • Check that the assessment environment permits fair, valid and reliable assessment. • Check that the assessment environment is safe and accessible. • Explain the assessment arrangements and requirements simply and clearly to the person(s) being assessed. • Obtain agreement regarding assessment arrangements with person(s) being assessed.

| 7 | **Gather evidence and make assessment decision** | Put the person(s) being assessed at ease. Gather all the evidence specified in the assessment procedure, using assessment methods and tools specified. Gather evidence for those with special needs, in accordance with specified allowable adjustments to the assessment method(s). Document the evidence gathered in accordance with the assessment procedure. Evaluate the evidence gathered in terms of its: validity authenticity sufficiency currency consistent achievement of the specified standard. Make the assessment decision in accordance with the criteria specified in the assessment procedure. Seek guidance, if in doubt, from a more experienced assessor(s) nominated in the assessment procedure. |
| 8 | **Provide feedback to person(s) being assessed** | Discuss and confirm performance with the person(s) being assessed. Give clear and constructive feedback to the person(s) being assessed. Explore with the person(s) being assessed ways of overcoming any gaps in their competency revealed by assessment. Give guidance on further goals/training opportunities, if appropriate. Advise and confirm with person(s) being assessed reassessment opportunities and/or review appeal mechanisms available where assessment decision is challenged. |

9	**Record and report on assessment**	• Record assessment results promptly and in accordance with the specified assessment procedure. • Record assessment results accurately in accordance with the specified record keeping requirements. • Provide access to the assessment records only to authorised personnel. • Maintain confidentiality of assessment outcome. • Report on positive and negative features experienced in conducting assessment to those responsible for assessment procedure. • Record and report promptly any assessment decision disputed by the person(s) being assessed to those nominated in the assessment procedure. • Make suggestions for improving any aspect of the assessment process to those responsible for the assessment procedure.
10	**Periodically review the assessment procedures**	• Comply with the review process established by the industry, enterprise or training authority. • Review the operations of the assessment procedure at a specified site in co-operation with person(s) being assessed, and any relevant parties in industry/the enterprise/the training establishment and/or any agency identified under legislation. • Document and evaluate review activities and substantiate review findings. • Make recommendations for changes to the assessment procedure in the light of review outcomes to the appropriate person(s). • Make effective contributions to system wide reviews of the assessment process.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Training provision may range from one-to-one, small group or large group training. It may include both on-the-job and off-the-job training provision.

Evidence Guide

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:

- Evidence of satisfactory performance in this Unit should be obtained by an examination of the plans and documents prepared by the "assessor" and discussion with the "assessor" about the selection of evidence required, choice of assessment methods and proposed assessment tool(s). Evidence should be obtained by observation of the "assessor" preparing for and conducting assessment as well as examination of completed assessment records. This should be supplemented by discussion about the assessment procedure with the "assessor" and the person being assessed. Evidence of satisfactory performance of review function should be obtained by examining review documentation including data gathering exercises, analysis/reporting of data, and quality of contributions to process improvements.

- Look for demonstration of:
  - understanding of the range of assessment purposes and assessment contexts and the implications of these for the person being assessed
  - understanding of the concepts of validity, reliability, authenticity, sufficiency, currency, cost effectiveness and consistency as they apply to evidence gathering
  - knowledge of different types of assessment methods, their suitability for gathering various types of evidence and the cost and other implications of their use
  - knowledge of the assessment principles included in the National Framework for Recognition of Training Agreement
  - knowledge of all aspects of the assessment system and assessment procedure(s) established by the industry, enterprise or training authority
  - knowledge of any legal and ethical responsibilities associated with the assessment system and assessment procedure(s) such as licensing requirements, Equal Employment Opportunity, disability discrimination and occupational health and safety
  - knowledge of relevant health and safety standards to be observed in the assessment procedure
  - knowledge of modifications in the assessment procedure(s) to be applied in the assessment of a person with special needs
  - use of appropriate communication and interpersonal skills
  - knowledge of review process/procedures established by industry, enterprise or training authority

- knowledge of basic evaluation methodologies suitable for reviewing the implementation, appropriateness, efficiency and effectiveness of the assessment process.

- This unit may be assessed in conjunction with other related units.

Linkages to Other Units:

- This unit could be assessed in conjunction with other category 2 training standards.

- Please note that training delivery and training resources developed to support this unit must address specific workplace contexts.

Key Competencies in this Unit	Level
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	3
Using Technology	1

Unit THHGTR06A

Review and Promote Training

Unit Descriptor	This unit deals with the skills and knowledge required to evaluate training and promote training within the workplace. This unit equates to the National Workplace Trainer Standards Category 2, Unit 4. Users should consult with Tourism Training Australia or their local Tourism Training office to ensure usage of the most up to date version of this unit.

Element	Performance Criteria
1 Evaluate training session	• Training is evaluated against identified needs and outcomes. • Trainees are encouraged to raise problems or difficulties with any aspect of the training session. • Trainees' reaction to the training session is sought. • Trainees are encouraged to evaluate their progress towards achieving competency in the skill or job. • Own performance is reviewed against session objectives and in response to trainees' comments. • Provision of training within approved budget is reviewed. • The results of the evaluation are used to guide further training.
2 Record training data	• Details of training program and participants are recorded in accordance with organisation/industry and/or legislative requirements. • An appropriate means of storing information on trainees, training programs, and equipment, materials and resources is established and maintained. • Existing recording systems are reviewed and improvements suggested. • Training records are made available to authorised persons and trainees at the required times according to organisational requirements. • Records are securely stored.

3	**Report on training**	• Reports on training in the organisation are prepared and provided according to organisational requirements.
		• Reports are made on future training initiatives.
		• Information on achievements of the organisations training is analysed and publicised.
		• The contribution of training to organisational goals is reported.
4	**Promote training**	• Advice on the development of training plans is provided to appropriate committees, or personnel.
		• Information on planned training events is made widely available.
		• Benefits of training to individuals and the organisation are publicised.
		• Promotional activities are regularly monitored for effectiveness.
		• Information is distributed concerning the relationship between training reform and the organisation.

Range of Variables

- This unit applies to all tourism and hospitality sectors.

- Training provision may range from one-to-one, small group or large group training. It may include both on and off-the-job training provision.

Evidence Guide

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:

- Evidence of satisfactory performance in this Unit is best gathered by a review of the documentation completed in reviewing and recording the training and its outcomes and promotional material developed by the trainer. Discussion with the trainer will be necessary.

- In Element 1 look for -
  - evaluation reports.

- In Element 2 look for -
  - knowledge of the organisations record keeping and retrieval systems, security and access procedures
  - awareness of legislative and privacy requirements.

- In Element 4 look for -
  - indexed, annotated records of internal and external training resources.

Linkages to Other Units:

- This unit could be assessed in conjunction with other Category 2 training units.

- Please note that training delivery and training resources developed to support this unit must address specific workplace contexts.

Key Competencies in this Unit	Level
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	3
Using Technology	1