TOURISM TRAINING AUSTRALIA

TOURISM TRAINING PACKAGE
THT 98

User Guide
for the
Tourism Industry

Managing agent: Tourism Training Australia in partnership with the Tourism Industry.

TOURISM TRAINING PACKAGE: USER GUIDE FOR THE TOURISM INDUSTRY

TOURISM TRAINING PACKAGE QUALIFICATIONS

QUALIFICATION	NATIONAL CODE
Certificate I in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)	THT10198
Certificate II in Tourism (Sales/Office Operations)	THT20198
Certificate II in Tourism (Attractions and Theme Parks)	THT20298
Certificate II in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)	THT20398
Certificate II in Tourism (Guiding)	THT20498
Certificate III in Tourism (Meetings and Events)	THT30198
Certificate III in Tourism (Retail Travel Sales)	THT30298
Certificate III in Tourism (International Retail Travel Sales)	THT30398
Certificate III in Tourism (Tour Operations)	THT30498
Certificate III in Tourism (Tour Wholesaling)	THT30598
Certificate III in Tourism (Visitor Information Services)	THT30698
Certificate III in Tourism (Attractions and Theme Parks)	THT30798
Certificate III in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)	THT30898
Certificate III in Tourism (Guiding)	THT30998
Certificate IV in Tourism (Sales and Marketing)	THT40198
Certificate IV in Tourism (Team Leading))	THT40298
Certificate IV in Tourism (Guiding)	THT40398
Diploma of Tourism (Marketing and Product Development)	THT50198
Diploma of Tourism (Meetings and Events Management)	THT50298
Diploma of Tourism (Operations Management)	THT50398
Advanced Diploma of Tourism Management	THT60198

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INTRODUCTION

Tourism Training Australia was funded by the Australian National Training Authority (ANTA) to manage the development of training packages for the tourism and hospitality industry. This user guide assists in the use of the training package for the tourism sectors of the industry, namely:

- Attractions and Theme Parks
- Meetings and Events
- Retail Travel
- Tour Operations and Guiding
- Tour Wholesaling (Inbound and Outbound)
- Visitor Information Services

The Training Package consists of two components, that is:

Endorsed Component containing;

➢ a complete set of National Competency Standards for Tourism

➢ Assessment Guidelines, and

➢ A National Qualifications Framework with requirements for a qualification at each level.

Non Endorsed Component containing;

➢ trainer guides

➢ trainee guides

➢ professional development materials,

➢ supervisor and mentor guide, and

➢ assessment materials.

This user guide is for the endorsed components of the Tourism Training Package.

INDUSTRY SUPPORT

This User Guide and the materials developed within the Endorsed Component have been prepared with the full support of the National Tourism Industry Reference Group, which represented industry operators, associations, State/Territory training organisations, and both public and private providers.

NATIONAL COMPETENCY STANDARDS

National Competency Standards, developed previously for all sectors of the Tourism Industry, were reviewed as part of the Tourism Training Package. They cover the following areas;

- ➢ Planning and Product Development
- ➢ Sales and Marketing
- ➢ Sales Office Operations
- ➢ Tour Operations
- ➢ Tour Wholesaling
- ➢ Guiding
- ➢ Meetings and Events
- ➢ Attractions and Theme Parks
- ➢ Customer Service
- ➢ Hygiene Health and Security
- ➢ General Administration
- ➢ Financial Administration
- ➢ Computer Technology
- ➢ Technical and Maintenance Services
- ➢ Merchandise Sales
- ➢ Training
- ➢ Leadership

As part of the review of the Competency Standards, they were consolidated and restructured to make them more flexible and user-friendly. This review of the Standards involved wide consultation with stakeholders within all States and Territories. The Standards were streamlined, and any duplications removed. Newly developed standards such as those for Attractions and Theme Parks, and Ecotourism were incorporated, and commonalities between the different sectors and the Hospitality and the Tourism Standards were identified. The Evidence Guides and Ranges of Variables were expanded to provide more guidance and information for users. A number of new single units were also developed to meet identified industry needs.

A complete list of the Competency Standards for Tourism and Hospitality may be found in the first section of this document. The Hospitality Standards have been included as they may be chosen as electives in some Tourism qualifications The complete Units of Competence, together with explanatory information for users, are published as a separate document.

QUALIFICATIONS FRAMEWORK

A framework of National Qualifications for all tourism industry sectors included in the Tourism Training Package is provided, together with the requirements for qualifications. These range from Certificate I to Advanced Diploma.

The Qualifications requirements are based on the identified needs of industry for a full range of jobs in all sectors of the industry. They represent the skills required to do "real" jobs in key positions. The addition of electives allows maximum flexibility, enabling customisation for different jobs, enterprises and training needs.

ASSESSMENT GUIDELINES

This is a policy document for the Tourism Training Package, for use by those involved in assessing against the Competency Standards. It contains requirements for assessor qualifications, and guidelines for designing assessment materials and conducting assessments.

Quality assurance for assessment is a joint responsibility between the State/Territory Recognition Authorities and Registered Training Providers. The Tourism Industry regards its own industry recognition panel, the Australian Tourism Training Review Panel (ATTRP) as having a key role in quality assurance of training and assessment nationally.

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COMPETENCY STANDARDS

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COMPETENCY STANDARDS

INTRODUCTION

Competency Standards for the tourism industry have been developed and used successfully for some time, mainly in the Retail Travel, Wholesale, Tour Operations, and Visitor Information sectors. Recently, Standards have been developed for ecotourism, Aboriginal and Torres Strait Islander cultural guiding and theme parks to meet newly-emerging areas of need. A framework has been developed which incorporates all of these standards.

CONTENT

Standards developed by Tourism Training Australia conform with national guidelines for standards in that they:

➢ reflect industry work outcomes and practices across the functional areas covered
➢ accurately reflect workplace outcomes across a range of enterprises, incorporating small, medium and large businesses
➢ show skills and knowledge as part of the evidence guide attached to each unit of competency
➢ incorporate key competencies, language, literacy and numeracy skills and regulatory requirements, where applicable, within the performance criteria, range of variables and/or evidence guide
➢ detail the key competencies in a grid at the end of each unit
➢ apply access and equity principles, and
➢ are suitable for flexible use by enterprises within the industry.

FORMAT OF THE COMPETENCY STANDARDS

The competency standards included in the Tourism Training Package meet national format requirements prescribed by the Australian National Training Authority (ANTA).

They are divided into Units and contain Elements and Performance Criteria describing the skills required for particular functional areas. Unit Descriptors summarise the intent of each Unit.

The Range of Variables statements which are part of each Unit, indicate any variations which may relate to the application and context of the unit eg. technology, enterprise differences, legislative and regulative conditions.

Evidence Guides provide information on underpinning skills and knowledge, context of assessment, critical aspects of assessment and linkages to other units.

CUSTOMISATION OF INDIVIDUAL UNITS OF COMPETENCE

Tourism Industry National Competency standards have been written to be general and flexible enough to apply to all types of tourism settings and enterprises. The standards provide benchmarks which can be tailored to meet the needs of specific sectors and enterprises.

In developing the standards, it has been recognised that most Units involve general skills applicable to all tourism industry sectors. Statements such as "according to organisational procedure" or "as appropriate to the work situation" therefore are included to allow wide customisation. In addition, particular units have been developed to address the needs of specific sectors. Users, therefore, should have no difficulty in selecting units which meet the needs of particular enterprises, whatever the sector. The Range of Variables statements encompass particular applications. They are extensive but are not intended to be prescriptive or exhaustive. Should certain circumstances not be listed, these may be added by the user.

For the purposes of a qualification, the integrity of tourism units of competence must be maintained by the adoption of all elements within a unit. They may, however, be contextualised or combined to meet specific needs.

DEVELOPMENT OF COMPETENCY STANDARDS

The development and review of competency standards involves in-depth research and consultation with all States and Territories under the auspices of the local Tourism Training offices. Focus Groups from industry are convened to workshop relevant issues, and comments and suggestions are taken into account. The standards are researched, drafted, sent out for comment, reviewed and validated. This process is overseen by industry reference groups and enables industry people working at operative, supervisory and management levels across all industry sectors, to have on-going input into the development and review of standards. Validation of the standards is carried out in conjunction with key industry associations, unions, enterprises and training providers, public and private.

Since the Standards have been in use for some five years, their appropriateness has been clearly demonstrated within industry and the training provider network. As part of the Training Package development, all existing standards have been revisited, and improvements have been made where required.

FUTURE REVIEW AND MAINTENANCE OF COMPETENCY STANDARDS

Future reviews undertaken by Tourism Training Australia as part of on-going quality assurance, will encompass:

> ➢ the technical quality of the standards to address any improvements suggested by ANTA
> ➢ industry acceptance, usage and feedback
> ➢ possible existence of any bias perceived in the standards including industry sector bias
> ➢ the reliability of the standards as benchmarks for assessment
> ➢ the alignment with the AQF
> ➢ overlap with standards developed by other competency standards bodies (CSBs).

Within the Tourism Training Package, some units of competence developed by other CSBs have been imported. For example, Merchandise Sales from, Wholesale, Retail and Personal Services. As part of the Quality Assurance processes related to standards, Tourism Training Australia will liaise with the relevant CSBs to ensure currency.

SUMMARY OF UNITS

A complete listing of Tourism Industry National Competency Standards appears on the following pages. As required by ANTA, each nationally-endorsed unit of competence is coded according to industry, industry sector, unit number and version. The coding for each of the Tourism and Hospitality Industry National Competency Standards is consistent with the coding that will appear on the National Training Information Service.

"THT" is the national identifier for tourism units within the Tourism Training Package. Hospitality units are identified with "THH". Units are coded according to the Training Package in which they are first endorsed, thus, units which are common to both Tourism and Hospitality, are coded "THH". Each unit of competence has been allocated a unit code which indicates the area of operation, for example, Planning and Product Development is PPD, and General Training is GTR.

The "A" which follows the unit code indicates the particular version of the unit. As revisions are undertaken and units of competence are updated, the version identifier will change to B, C, D etc, to reflect the changes.

Individual units of competence do not have formal levels, however, when they are packaged together, they form a qualification, which reflects the level of the job being done.

The list of Standards includes the Hospitality Industry National Competency Standards. This allows electives from Hospitality to be incorporated into tourism qualifications where required.

Some units have been imported from other industries and are coded according to their source. For example, TDTB397 *Carry out Vehicle Maintenance and Minor Repairs* is Imported from the Transport and Distribution Industry. These are identified by an asterisk in the following listing.

NATIONAL COMPETENCY STANDARDS - TOURISM
SUMMARY OF UNITS

Units that may be selected as electives within the Tourism Qualifications to achieve occupational outcomes

COMMON CORE
(TOURISM/HOSPITALITY)

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work with Colleagues and Customers
THH	COR02	A	Work in a Socially Diverse Environment
THH	COR03	A	Follow Health, Safety and Security Procedures

TOURISM CORE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	TCO01	A	Develop and Update Tourism Industry Knowledge

PLANNING AND PRODUCT DEVELOPMENT UNITS

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	PPD01	A	Create and Implement Strategic Product Development Initiatives
THT	PPD02	A	Research Tourism Data
THT	PPD03	A	Source and Package Tourism Products and Services
THT	PPD04	A	Plan and Implement Minimal Impact Operations
THT	PPD05	A	Plan and Develop Interpretive Activities
THT	PPD06	A	Plan and Develop Ecologically Sustainable Tourism Operations
THT	PPD07	A	Plan and Develop Culturally Appropriate Tourism Operations
THT	PPD08	A	Plan and Develop Meeting/Event Proposal and Bids
THT	PPD09	A	Develop Conference Programs
THT	PPD10	A	Develop and Implement Sponsorship Plans
THT	PPD11	A	Develop and Implement Meeting/Event Management Systems and Procedures
THT	PPD12	A	Develop Host Community Awareness of Tourism
THT	PPD13	A	Assess Tourism Opportunities for Local Communities
THT	PPD14	A	Develop and Implement Local/Regional Tourism Plans

SALES AND MARKETING UNITS

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GCS04	A	Make Presentations
THH	GCS06	A	Plan and Implement Sales Activities
THH	GCS07	A	Co-ordinate Marketing Activities
THH	GCS08	A	Establish and Conduct Business Relationships
THT	SMA01	A	Co-ordinate the Production of Brochures and Marketing Materials
THT	SMA02	A	Create a Promotional Display/Stand

SALES/OFFICE OPERATIONS UNITS

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	SOP01	A	Operate an Automated Information System
THT	SOP02	A	Source and Provide Destination Information and Advice
THT	SOP03	A	Access and Interpret Product Information
THT	SOP04	A	Sell Tourism Products and Services
THT	SOP05	A	Prepare Quotations
THT	SOP06	A	Receive and Process Reservations
THT	SOP07	A	Book and Co-ordinate Supplier Services
THT	SOP08	A	Operate a Computerised Reservations System
THT	SOP09	A	Process Non-Air Documentation
THT	SOP10	A	Construct and Ticket Domestic Airfares
THT	SOP11	A	Construct and Ticket Normal International Airfares
THT	SOP12	A	Construct and Ticket Promotional International Airfares
THT	SOP13	A	Apply Advanced Airfare Rules and Procedures
THT	SOP14	A	Administer Billing and Settlement Plan
THT	SOP15	A	Process and Monitor Meeting/Event Registrations
THH	GCS05	A	Organise Functions
THT	SOP16	A	Maintain Product Inventory
THT	SOP17	A	Allocate Tour Resources

FIELD/ON SITE OPERATIONS UNITS

Tour Operations:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	FTO01	A	Conduct Pre-Departure Checks
TDT	C197		Drive Vehicles *
TDT	C897		Drive Coaches/Buses *
TDT	B397		Carry Out Vehicle Maintenance and Minor Repairs *
THT	FTO02	A	Operate and Maintain a 4WD Vehicle
THT	FTO03	A	Set Up and Operate a Campsite
THT	FTO04	A	Provide Campsite Catering
THT	FTO05	A	Operate Tours in a Remote Area

Meetings:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	FME01	A	Co-ordinate Guest/Delegate Registration at Venue
THT	FME02	A	Provide On-Site Meeting/Event Management Services

Guiding:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	FTG01	A	Work as a Guide
THT	FTG02	A	Offer Arrival and Departure Assistance
THT	FTG03	A	Develop and Maintain the General Knowledge Required by Guides
THT	FTG04	A	Coordinate and Operate a Tour
THT	FTG05	A	Lead Tour Groups
THT	FTG06	A	Prepare and Present Tour Commentaries
THT	FTG07	A	Research and Share General Information on Aboriginal and Torres Strait Islander Culture
THT	FTG08	A	Interpret Aspects of Local Aboriginal and Torres Strait Islander Culture
THT	FTG09	A	Present Interpretive Activities
THT	FTG10	A	Develop Interpretive Content for Ecotourism Activities
THT	FTG11	A	Manage Extended Touring Programs

Attractions and Theme Parks:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	FAT01	A	Provide On Site Information & Assistance
THT	FAT02	A	Monitor Entry to Venue
THT	FAT03	A	Conduct Pre-Event Briefing
THT	FAT04	A	Operate a Ride Location
THT	FAT05	A	Load and Unload a Ride
THT	FAT06	A	Maintain Safety in Water-Based Rides
THT	FAT07	A	Supervise Ride Operations
THT	FAT08	A	Operate a Games Location
THT	FAT09	A	Carry out Spruiking
THT	FAT10	A	Operate Animal Enclosure/Exhibit
THT	FAT11	A	Provide General Animal Care
THT	FAT12	A	Rescue Animals
THT	FAT13	A	Provide Customers with Information on Animals
THT	FAT14	A	Co-ordinate and Monitor Animal Care
THT	FAT15	A	Train and Condition Animals
THT	FAT16	A	Supervise Animal Enclosures/Exhibits
THT	FAT17	A	Manage Animal Enclosures/Exhibits

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GENERAL UNITS

Customer Service:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GCS01	A	Develop and Update Local Knowledge
THH	GCS02	A	Promote Products and Services to Customers
THH	GCS03	A	Deal With Conflict Situations

Hygiene, Health, Safety and Security:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GHS02	A	Clean Premises and Equipment
THH	GHS03	A	Provide First Aid

General Administration:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GGA01	A	Communicate on the Telephone
THH	GGA02	A	Perform Clerical Procedures
THH	GGA03	A	Source and Present Information
THH	GGA04	A	Prepare Business Documents
THH	GGA05	A	Plan and Manage Meetings
THH	GGA06	A	Receive and Store Stock
THH	GGA07	A	Control and Order Stock
THH	GGA08	A	Plan and Establish Systems and Procedures
THH	GGA09	A	Manage Projects

Financial Administration:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GFA01	A	Process Financial Transactions
THH	GFA02	A	Maintain Financial Records
THH	GFA03	A	Audit Financial Procedures
THH	GFA04	A	Prepare Financial Statements
THH	GFA05	A	Manage Payroll Records

Computer Technology:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GCT01	A	Access and Retrieve Computer Data
THH	GCT02	A	Produce Documents on Computer
THH	GCT03	A	Design and Develop Computer Documents, Reports and Worksheets

Technical & Maintenance Services:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THT	GTM01	A	Carry Out General Maintenance
THT	GTM02	A	Carry Out Grounds Maintenance
THT	GTM03	A	Monitor Water Quality
THT	GTM04	A	Carry Out Specialist Maintenance and Construction
THT	GTM05	A	Supervise Maintenance Operations

Merchandise Sales:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
WRR	S.1	A	Sell Merchandise*
WRR	S.2	A	Advise on Products and Services*
WRR	CS.2	A	Apply Point of Sale Handling Procedures*
WRR	LP.2	A	Minimise Theft*
WRR	M.1	A	Merchandise Products*

Training:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GTR01	A	Coach Others in Job Skills
THH	GTR02	A	Train Colleagues in the Workplace
THH	GTR03	A	Prepare for Training
THH	GTR04	A	Deliver Training
THH	GTR05	A	Conduct Assessment
THH	GTR06	A	Review and Promote Training

Leadership
Workplace Operations:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE01	A	Monitor Work Operations
THH	GLE02	A	Implement Workplace Health, Safety and Security Procedures
THH	GLE03	A	Develop and Implement Operational Plans
THH	GLE04	A	Establish and Maintain a Safe and Secure Workplace
THH	GLE20	A	Develop and Maintain the Legal Knowledge Required for Business Compliance

People:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE05	A	Roster Staff
THH	GLE06A	A	Monitor Staff Performance
THH	GLE07	A	Recruit and Select Staff
THH	GLE08	A	Lead and Manage People
THH	GLE09	A	Manage Workplace Diversity
THH	GLE10	A	Manage Workplace Relations
THH	GLE21	A	Provide Mentoring Support to Business Colleagues

Service, Sales & Marketing:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE11	A	Manage Quality Customer Service
THH	GLE12	A	Develop and Manage Marketing Strategies

Finance:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE13	A	Manage Finances Within a Budget
THH	GLE14	A	Prepare and Monitor Budgets
THH	GLE15	A	Manage Financial Operations

Physical Resources:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE16	A	Manage Physical Assets
THH	GLE17	A	Manage and Purchase Stock
THH	GLE18	A	Monitor and Maintain Computer Systems

Business Planning:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE19	A	Develop and Implement a Business Plan

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NATIONAL COMPETENCY STANDARDS - HOSPITALITY
SUMMARY OF UNITS

Units to be combined to achieve occupational outcomes

COMMON CORE
(TOURISM/HOSPITALITY)

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	COR01	A	Work With Colleagues and Customers
THH	COR02	A	Work in a Socially Diverse Environment
THH	COR03	A	Follow Health, Safety and Security Procedures

HOSPITALITY CORE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	HCO01	A	Develop And Update Hospitality Industry Knowledge

COMMERCIAL COOKERY

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BKA01	A	Organise and Prepare Food
THH	BKA02	A	Present Food
THH	BKA03	A	Receive and Store Stock
THH	BKA04	A	Clean and Maintain Premises
THH	BCC01	A	Use Basic Methods of Cookery
THH	BCC02	A	Prepare Appetisers and Salads
THH	BCC02a	A	Prepare Sandwiches
THH	BCC03	A	Prepare Stocks and Sauces
THH	BCC03a	A	Prepare Soups
THH	BCC04	A	Prepare Vegetables, Eggs and Farinaceous Dishes
THH	BCC05	A	Prepare and Cook Poultry and Game
THH	BCC06	A	Prepare and Cook Seafood
THH	BCC07	A	Identify and Prepare Meat
THH	BCC08	A	Prepare Hot and Cold Sweets
THH	BCC09	A	Prepare Pastry, Cakes and Yeast Goods
THH	BCC10	A	Plan and Prepare Food for Buffets
THH	BCC11	A	Implement Food Safety Procedures
THH	BCC12	A	Prepare Diet Based and Preserved Foods
THH	BCC13	A	Plan and Control Menu Based Catering
THH	BCC14	A	Organise Bulk Cooking Operations
THH	BCC15	A	Organise Food Service Operations
THH	ADCC01	A	Prepare Pates and Terrines
THH	ADCC02	A	Plan, Prepare and Display a Buffet
THH	ADCC04	A	Prepare Portion Controlled Meat Cuts

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	ADCC05	A	Handle and Serve Cheese
THH	ADCC06	A	Prepare Chocolate
THH	ADSF	A	Select, Prepare and Serve Specialised Food Items
THH	ADSC	A	Select, Prepare and Serve Specialist Cuisines
THH	S2CC1	A	Monitor Catering Revenue and Costs
THH	S2CC2	A	Establish and Maintain Quality Control
THH	S2CC3	A	Develop a Food Safety Plan

PATISSERIE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BPT01	A	Prepare and Produce Pastries
THH	BPT02	A	Prepare and Produce Cakes
THH	BPT03	A	Prepare and Produce Yeast Goods
THH	ADPT01	A	Prepare Bakery Products for Patissiers
THH	ADPT02	A	Prepare and Present Gateaux, Torten and Cakes
THH	ADPT03	A	Present Desserts
THH	ADPT04	A	Prepare and Display Petits Fours
THH	ADPT05	A	Prepare and Model Marzipan
THH	ADPT06	A	Prepare Desserts to Meet Special Dietary Requirements
THH	ADPT07	A	Prepare and Display Sugar Work
THH	ADPT08	A	Plan, Prepare and Display Sweet Buffet Show Pieces
THH	SPT01	A	Plan and Operate Coffee Shops

COMMERCIAL CATERING

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BCAT01	A	Prepare Foods According to Specific Dietary and Cultural Needs
THH	BCAT02	A	Package Prepared Foodstuffs
THH	BCAT03	A	Transport and Store Food in a Safe and Hygienic Manner
THH	BCAT04	A	Operate a Fast Food Outlet
THH	BCAT05	A	Apply Cook-Chill Production Processes
THH	BCAT06	A	Apply Catering Control Principles
THH	ADCAT01	A	Prepare Daily Meal Plans to Promote Good Health
THH	ADCAT02	A	Develop Menus to Meet Special Cultural and Dietary Needs
THH	ADCAT03	A	Select Catering Systems
THH	SCAT01	A	Manage Facilities Associated with Commercial Catering Contracts
THH	SCAT02	A	Plan the Total Concept for a Major Event or Function
THH	SCAT03	A	Prepare Tenders for Catering Contracts

| THH | SCAT04 | A | Design Menus to Meet Market Needs |
| THH | SCAT05 | A | Select Cook-Chill Production Systems |

FOOD & BEVERAGE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BFB01a	A	Clean and Tidy Bar Areas
THH	BFB01	A	Operate a Bar
THH	BFB02/3a	A	Provide a Link Between Kitchen and Service Areas
THH	BFB02/3	A	Provide Food and Beverage Service
THH	BFB04	A	Provide Table Service of Alcoholic Beverages
THH	BFB05	A	Operate Cellar Systems
THH	BFB06	A	Complete Retail Liquor Sales
THH	BFB08	A	Provide Room Service
THH	BFB09	A	Provide Responsible Service of Alcohol
THH	BFB10	A	Prepare and Serve Non Alcoholic Beverages
THH	BFB11	A	Develop and Update Food and Beverage Knowledge
THH	ADFB01	A	Provide Specialist Advice on Food
THH	ADFB02	A	Provide Specialist Wine Service
THH	ADFB03	A	Prepare and Serve Cocktails
THH	ADFB6/9/10	A	Provide Gueridon Service
THH	ADFB07	A	Provide Silver Service

GAMING

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BG01	A	Operate a Gaming Location
THH	BG02	A	Operate a TAB Outlet
THH	BG03	A	Conduct a Keno Game
THH	ADG01	A	Analyse and Report on Gaming Machine Data
THH	ADG03	A	Provide Responsible Gaming Services

FRONT OFFICE

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	BFO01	A	Receive and Process Reservations
THH	BFO02/3	A	Provide Accommodation Reception Services
THH	BFO04	A	Maintain Financial Records
THH	BFO05	A	Process Financial Transactions
THH	BFO06	A	Perform Clerical Procedures
THH	BFO07	A	Communicate on the Telephone
THH	BFO08	A	Conduct Night Audit
THH	BFO09	A	Provide Club Reception Services
THH	BFO10	A	Provide Porter Services

HOUSEKEEPING

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	BH01	A	Provide Housekeeping Services to Guests
THH	BH02	A	Clean Premises and Equipment
THH	BH03/4	A	Prepare Rooms for Guests
THH	BH05	A	Launder Linen and Guest Clothes
THH	BH06	A	Provide Valet Service

SECURITY

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	BTHS01	A	Maintain the Security of Premises and Property
THH	BTHS02	A	Determine & Use Reasonable Security Forces To Control Access To and Exit From Premises
THH	BTHS03	A	Maintain Safety of Premises and Personnel
THH	BTHS04	A	Manage Intoxicated Persons
THH	BTHS05	A	Operate Basic Security Equipment
THH	BTHS06	A	Apprehend Offenders
THH	BTHS07	A	Screen Baggage and People to Minimise Security Risk
THH	BTHS08	A	Escort and Carry Valuables
THH	BTHS09	A	Control Crowds
THH	BTHS10	A	Employ Batons and Handcuffs
THH	BTHS11	A	Interpret Information from Advanced Security Equipment
THH	BTHS12	A	Operate Central Monitoring/Communication Station
THH	BTHS13	A	Monitor Field Staff Activity from Control Room
THH	BTHS14	A	Operate Security Vehicle
THH	BTHS15	A	Manage Dogs for Patrol
THH	BTHS16	A	Provide Lost and Found Facility
THH	BTHS17	A	Observe and Monitor People
THH	ADTHS01	A	Plan and Conduct Evacuation of Premises
THH	ADTHS02	A	Provide for Safety of VIPs

GENERAL

Customer Service, Sales and Marketing

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GCS01	A	Develop and Update Local Knowledge
THH	GCS02	A	Promote Products and Services to Customers
THH	GCS03	A	Deal with Conflict Situations
THH	GCS04	A	Make Presentations
THH	GCS05	A	Organise Functions
THH	GCS06	A	Plan and Implement Sales Activities
THH	GCS07	A	Co-ordinate Marketing Activities
THH	GCS08	A	Establish and Conduct Business Relationships

Hygiene, Health, Safety and Security

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GHS01	A	Follow Workplace Hygiene Procedures
THH	GHS02	A	Clean Premises and Equipment
THH	GHS03	A	Provide First Aid

General Administration

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GGA01	A	Communicate on the Telephone
THH	GGA02	A	Perform Clerical Procedures
THH	GGA03	A	Source and Present Information
THH	GGA04	A	Prepare Business Documents
THH	GGA05	A	Plan and Manage Meetings
THH	GGA06	A	Receive and Store Stock
THH	GGA07	A	Control and Order Stock
THH	GGA08	A	Plan and Establish Systems and Procedures

Financial Administration

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GFA01	A	Process Financial Transactions
THH	GFA02	A	Maintain Financial Records
THH	GFA03	A	Audit Financial Procedures
THH	GFA04	A	Prepare Financial Statements
THH	GFA05	A	Manage Payroll Records

Computer Technology

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GCT01	A	Access and Retrieve Computer Data
THH	GCT02	A	Produce Documents on Computer
THH	GCT03	A	Design and Develop Computer Documents, Reports and Worksheets

Training

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GTR01	A	Coach Others in Job Skills
THH	GTR02	A	Train Colleagues in the Workplace
THH	GTR03	A	Prepare for Training
THH	GTR04	A	Deliver Training
THH	GTR05	A	Conduct Assessment
THH	GTR06	A	Review and Promote Training

Leadership
Workplace Operations:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE01	A	Monitor Work Operations
THH	GLE02	A	Implement Workplace Health, Safety and Security Procedures
THH	GLE03	A	Develop and Implement Operational Plans
THH	GLE04	A	Establish and Maintain a Safe and Secure Workplace
THH	GLE20	A	Develop and Maintain the Legal Knowledge Required for Business Compliance

People:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE05	A	Roster Staff
TH	GLE06	A	Monitor Staff Performance
THH	GLE07	A	Recruit and Select Staff
THH	GLE08	A	Lead and Manage People
THH	GLE09	A	Manage Workplace Diversity
THH	GLE10	A	Manage Workplace Relations
THH	GLE21	A	Provide Mentoring Support to Business Colleagues

Service, Sales & Marketing:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE11	A	Manage Quality Customer Service
THH	GLE12	A	Develop and Manage Marketing Strategies

Finance:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE13	A	Manage Finances Within a Budget
THH	GLE14	A	Prepare and Monitor Budgets
THH	GLE15	A	Manage Financial Operations

Physical Resources:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE16	A	Manage Physical Assets
THH	GLE17	A	Manage and Purchase Stock
THH	GLE18	A	Monitor and Maintain Computer Systems

Business Planning:

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	GLE19	A	Develop and Implement a Business Plan

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ASIAN COOKERY

Chinese

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	CH01	A	Plan a Career in Chinese Cookery
THH	CH02	A	Use the Principles and Methods of Chinese Cookery
THH	CH03	A	Prepare and Produce Guangdong (Cantonese) Food
THH	CH04	A	Prepare and Produce Guangdong and South China Food
THH	CH05	A	Prepare and Produce Sichuan Food
THH	CH06	A	Prepare and Produce Sichuan and West China Food
THH	CH07	A	Prepare and Produce Beijing Food
THH	CH08	A	Prepare and Produce Beijing and North China Food
THH	CH09	A	Prepare and Produce Shanghai Food
THH	CH10	A	Prepare and Produce Shanghai & East China Food
THH	CH11	A	Prepare and Produce Dim Sums (Sweet, Savoury, Desserts)
THH	CH12	A	Prepare and Cook Roast Meat Cuts and Poultry
THH	CH13	A	Design, Plan and Write Chinese Menus
THH	CH14	A	Prepare and Produce Asian Cold Appetiser Presentation
THH	CH15	A	Design and Operate Chinese Restaurant Kitchen

Thai

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	TH01	A	Plan a Career in Thai Cookery
THH	TH02	A	Prepare Curry Paste (Gaeng)
THH	TH03	A	Prepare and Produce Sauces and Dips
THH	TH04	A	Prepare and Produce Salads, Yam and Larp
THH	TH05	A	Prepare and Produce Stocks and Soups (Tom Yam)
THH	TH06	A	Prepare and Produce Meat, Seafood, Poultry and Vegetable Curries
THH	TH07	A	Prepare and Produce Rice and Noodles (Pad, Khanom)
THH	TH08	A	Prepare and Produce Thai Desserts
THH	TH09	A	Design, Plan and Write Thai Menus
THH	TH10	A	Design and Operate a Thai Restaurant Kitchen

Indian

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	INDN01	A	Plan a Career in Indian Cookery
THH	INDN02	A	Prepare and Produce Curry Powder (Masala)
THH	INDN03	A	Prepare and Produce Appetisers and Snacks
THH	INDN04	A	Prepare and Produce Lentils (Dal)
THH	INDN05	A	Prepare and Produce Soups (eg Rasam)
THH	INDN06	A	Prepare and Produce Curries (Kare)
THH	INDN07	A	Prepare and Produce Tandoori food items
THH	INDN08	A	Prepare and Produce Rice (Biryani, Pulao)
THH	INDN09	A	Prepare and Produce Indian Breads
THH	INDN10	A	Prepare and Produce Indian Sweets
THH	INDN11	A	Prepare and Produce Chutney and Pickles
THH	INDN12	A	Design, Plan and Write Indian Menus
THH	INDN13	A	Plan, Design and Operate an Indian Restaurant Kitchen

Indonesian

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	INDO01	A	Plan a Career in Indonesian Cookery
THH	INDO02	A	Prepare and Produce Curry Paste (Bumbu)
THH	INDO03	A	Prepare and Produce Appetisers and Snacks
THH	INDO04	A	Prepare and Produce Salads (Gado-Gado, Urap and Rujuk)
THH	INDO05	A	Prepare and Produce Stocks and Soups (Soto)
THH	INDO06	A	Prepare and Produce Meat, Poultry, Seafood and Vegetable Curries (Kare)
THH	INDO07	A	Prepare and Produce Rice and Noodles (Nasi, Mee)
THH	INDO08	A	Prepare and Produce Sate/Panggang Food Items
THH	INDO09	A	Prepare and Produce Accompaniment - Prawn Crackers (Krupuk) Nut Crackers (Emping Melinjo)
THH	INDO10	A	Prepare and Produce Desserts (Kuih Kuih)
THH	INDO11	A	Design, Plan and Write Indonesian Menus
THH	INDO12	A	Design and Operate an Indonesian Restaurant Kitchen

Malay & Nonya

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	MAL01	A	Plan a Career in Malay-Nonya Cookery
THH	MAL02	A	Prepare and Produce Curry paste (Rempah)
THH	MAL03	A	Prepare and Produce Appetisers and Snacks
THH	MAL04	A	Prepare and Produce Stocks and Soups (Sup)
THH	MAL05	A	Prepare and Produce Meat, Poultry, Seafood and Vegetable Curries (Kare)
THH	MAL06	A	Prepare and Produce Salads and Pickles and (Achar, Kerabu, Rujuk)
THH	MAL07	A	Prepare and Produce Rice and Noodles (Nasi, Mee)
THH	MAL08	A	Prepare and Produce Satay/Panggang Food Items
THH	MAL09	A	Prepare and Produce Malay-Nonya Desserts, (Kuih-Kuih)
THH	MAL10	A	Design, Plan and Write Malay-Nonya Menus
THH	MAL11	A	Plan, Design and Operate Malay-Nonya Kitchen

Japanese

NATIONAL CODE	*UNIT CODE*	*VERSION DESCRIPTOR*	*UNIT TITLE*
THH	JA01	A	Plan a Career in Japanese Cookery
THH	JA02	A	Prepare and Produce Stock and Soups (Dashi, Shirumono, Suimono)
THH	JA03	A	Prepare and Produce Appetisers
THH	JA04	A	Prepare and Produce Raw Fish (Sashimi)
THH	JA05	A	Prepare and Produce Steamed, Simmered, Grilled and Deep/Fried Dishes (Nimono, Yakimono, Agemono, Mushmono)
THH	JA06	A	Prepare and Produce Salads and Pickles (Sunomono, Aemono, Tskemono)
THH	JA07	A	Prepare and Produce One Pot Cookery (Nabemono)
THH	JA08	A	Prepare and Produce Rice Cookery (Gohanmono, Sushi)
THH	JA09	A	Prepare and Produce Noodles (Menrui)
THH	JA10	A	Prepare and Fruit Cakes and Sweetmeats (Kudamono Okashi)
THH	JA11	A	Design, Plan and Write Japanese Menus
THH	JA12	A	Design and Operate Japanese Restaurant Kitchen

Vietnamese

NATIONAL CODE	UNIT CODE	VERSION DESCRIPTOR	UNIT TITLE
THH	VIE01	A	Plan a Career in Vietnamese Cookery
THH	VIE02	A	Prepare and Produce Appetisers
THH	VIE03	A	Prepare and Produce Sauces and Dips (Nouc Charm)
THH	VIE04	A	Prepare and Produce Salads
THH	VIE05	A	Prepare and Produce Stocks and Soups (Chao Tom, Canh Chua Ca)
THH	VIE06	A	Prepare and Produce Meat, Poultry, Seafood, Vegetable Dishes
THH	VIE07	A	Prepare and Produce Rice and Noodles
THH	VIE08	A	Prepare and Produce Vietnamese Desserts
THH	VIE09	A	Design, Plan and Write Vietnamese Menus
THH	VIE10	A	Design and Operate a Vietnamese Restaurant Kitchen

QUALIFICATIONS FRAMEWORK

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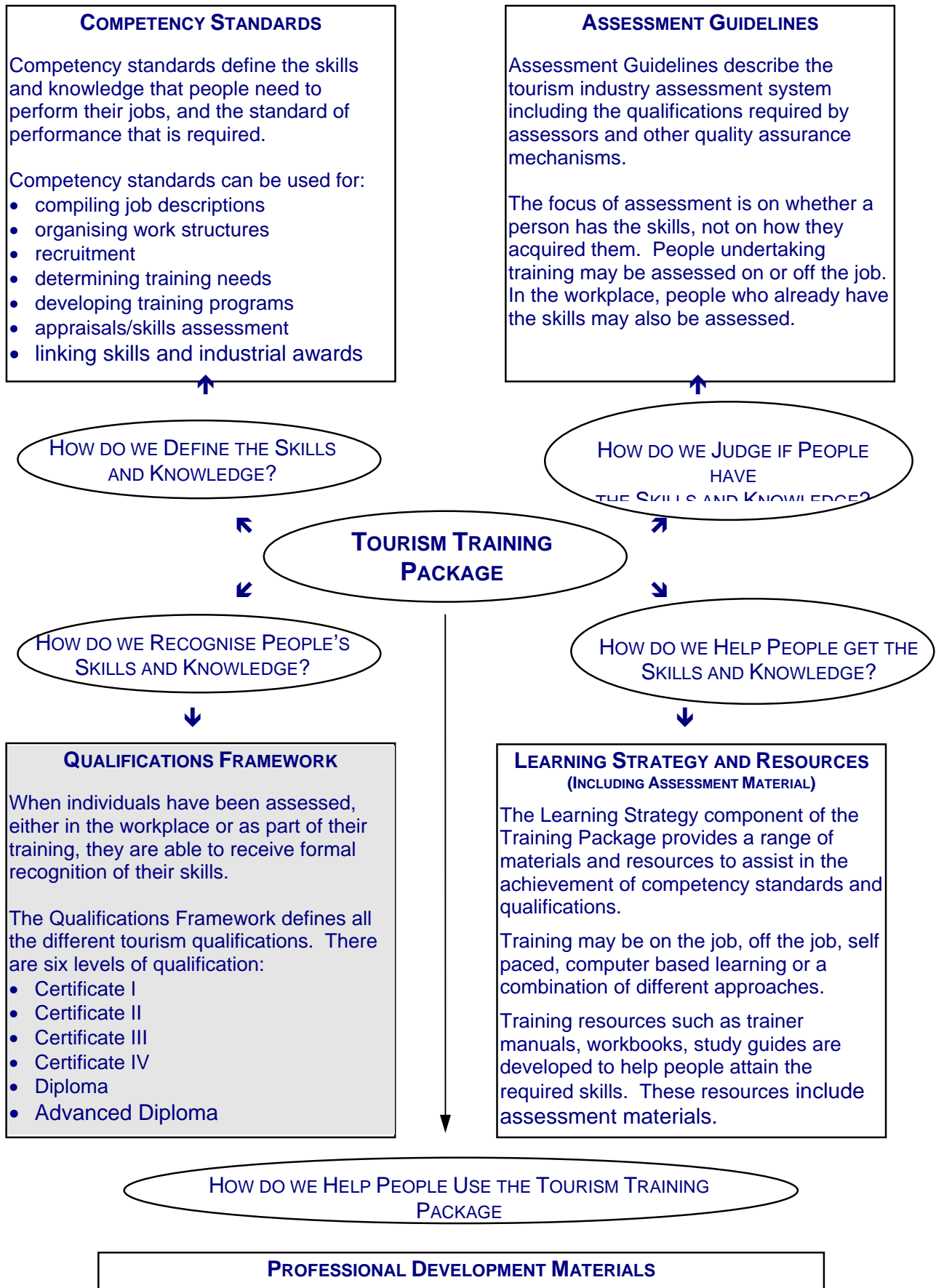
QUALIFICATIONS FRAMEWORK

The Qualifications Framework forms one of the components of the overall Tourism Training Package. The diagram overleaf shows how the framework fits into the big picture.

In simple terms, the Qualifications Framework:
- identifies the full range of national qualifications that are available in the tourism industry
- shows the titles for each of the qualifications
- sets down the skill requirements for each of the qualifications.

In using the Qualifications Framework you may need to refer to the summary of units of competence.

COMPETENCY STANDARDS

Competency standards define the skills and knowledge that people need to perform their jobs, and the standard of performance that is required.

Competency standards can be used for:
- compiling job descriptions
- organising work structures
- recruitment
- determining training needs
- developing training programs
- appraisals/skills assessment
- linking skills and industrial awards

ASSESSMENT GUIDELINES

Assessment Guidelines describe the tourism industry assessment system including the qualifications required by assessors and other quality assurance mechanisms.

The focus of assessment is on whether a person has the skills, not on how they acquired them. People undertaking training may be assessed on or off the job. In the workplace, people who already have the skills may also be assessed.

HOW DO WE DEFINE THE SKILLS AND KNOWLEDGE?

HOW DO WE JUDGE IF PEOPLE HAVE THE SKILLS AND KNOWLEDGE?

TOURISM TRAINING PACKAGE

HOW DO WE RECOGNISE PEOPLE'S SKILLS AND KNOWLEDGE?

HOW DO WE HELP PEOPLE GET THE SKILLS AND KNOWLEDGE?

QUALIFICATIONS FRAMEWORK

When individuals have been assessed, either in the workplace or as part of their training, they are able to receive formal recognition of their skills.

The Qualifications Framework defines all the different tourism qualifications. There are six levels of qualification:
- Certificate I
- Certificate II
- Certificate III
- Certificate IV
- Diploma
- Advanced Diploma

LEARNING STRATEGY AND RESOURCES
(INCLUDING ASSESSMENT MATERIAL)

The Learning Strategy component of the Training Package provides a range of materials and resources to assist in the achievement of competency standards and qualifications.

Training may be on the job, off the job, self paced, computer based learning or a combination of different approaches.

Training resources such as trainer manuals, workbooks, study guides are developed to help people attain the required skills. These resources include assessment materials.

HOW DO WE HELP PEOPLE USE THE TOURISM TRAINING PACKAGE

PROFESSIONAL DEVELOPMENT MATERIALS

The total set of Tourism Industry National Competency Standards describes all the skills needed by various people working in all sectors of the industry. The Qualifications Framework shows which skills are required to achieve qualifications in particular areas and at different levels.

For example, the set of skills required by an Account Manager working for a Professional Conference Organiser would be different from the set of skills needed by a Reservations Consultant working for an Outbound Tour Wholesaler.

Each tourism job will be made up of a different package of units of competence. Because there are so many different tourism jobs, it would be impossible to say which units are needed for every single work situation. There is often movement of people across Tourism sectors, and therefore the tourism qualifications framework recognises commonalities of skills and the huge variety of chosen career paths.

KEY POINTS ABOUT QUALIFICATIONS FRAMEWORKS:

- National qualifications comply with the guidelines of the Australian Qualifications Framework (AQF) which was introduced in January 1995.
- Qualifications must relate to real jobs, and people should not be required to achieve competence in units they do not need for their jobs.
- Frameworks for different job functions or sectors do not necessarily have to be equitable - some jobs functions or sectors may require a larger range of skills and might be 'weightier' than others.
- The packaging of units of competence in Training Packages is based on workplace requirements. Training should be structured and delivered via pathways suited to the industry.

PACKAGING

(Framework for the Attainment of Qualifications in Tourism - Minimum Units of Competence Required)

Qualifications may be achieved in a number of ways but they must be based on the achievement of competency standards. A qualification can only be issued when the **required units** of competence are achieved.

It is industry that determines the units of competence to be achieved in order to attain a qualification at each level. Any organisation issuing a qualification will need to comply with this framework.

A framework for combining units of competence appears in this document. The framework is designed to be as flexible as possible to allow for the variety of work situations in the tourism industry.

There are a number of key points to note on the way the tourism qualifications are packaged:

- Each qualification includes both core and elective units:
    - ➢ **Specification of core units for each qualification ensures integrity.**
    - ➢ **Choice from a wide range of elective units provides flexibility.**

- Some qualifications include units which have been imported into the Training Package from other industries, such as those covering retail skills and driving skills. No changes have been made to these units so that portability across industries may be achieved. These units are considered an integral part of tourism industry operations, and industry has expressed a desire to see them explicitly included in the package.

- Some qualifications allow electives to be chosen from other Training Packages. For example, the Attractions and Theme Parks qualifications allow electives to be chosen from designated sections of the Hospitality Training Package or from the Live Theatre Technology standards.

In essence the approach taken to the national tourism qualifications:

- looks at key industry functions rather than specific industry sectors
- reflects groupings of skills that are transferable across sectors eg. retail, wholesale and information services require similar sets of skills.
- allows for the multi-skilling which is required in the tourism industry
- recognises commonalities of skills across industry sectors
- reflects the movement of people across Tourism sectors and the huge variety of chosen career paths.
- allows for flexible training options which will enable enterprises to select combinations of units to meet their needs whilst not impeding training providers from designing training specific to one sector

ALIGNMENT TO THE AUSTRALIAN QUALIFICATIONS FRAMEWORK

National qualifications comply with the guidelines of the Australian Qualifications Framework (AQF) which were introduced in January 1995.

The AQF is a framework of nationally consistent and recognised qualifications and covers qualifications from entry level to post graduate level. Six levels of the

Australian Qualifications Framework apply to Vocational Education and Training (VET):

QUALIFICATION AND BRIEF DESCRIPTION OF THE SKILLS PERFORMED AT EACH LEVEL
CERTIFICATE I
Those working at AQF Certificate I level: Perform a defined range of mainly routine and predictable activities.
CERTIFICATE II
Those working at AQF Certificate II level: Perform a range of functions, involving known routines and procedures with some complex or non-routine activities
CERTIFICATE III
Those working at AQF Certificate III level: Perform a defined range of skilled operations, using discretion and judgement and have the ability to select, adapt and transfer skills to different situations
CERTIFICATE IV
Those working at AQF Certificate IV level: Apply a broad range of skills, evaluate and plan, may provide some leadership and guidance to others, and have some responsibility for others
DIPLOMA
Those working at AQF Diploma level: Apply knowledge and skills with substantial depth in some areas. They plan, initiate new approaches and apply judgement in selecting courses of action for themselves and others
ADVANCED DIPLOMA
Those working at AQF Advanced Diploma level: Apply a significant range of fundamental principles and techniques, apply significant judgement in planning, design, and leadership, have responsibility for themselves and others

NOTE:
The framework excludes any qualifications to attain an AQF Certificate I in Tourism except in the case of Aboriginal and Torres Strait Islander Cultural Guiding. Consultation with Tourism Industry representatives has indicated that there are no other workforce positions for tourism employees at level one.

QUALIFICATION TITLES

Each qualification identified within a Training Package has been given a title. This title must be used by all Registered Training Organisations responsible for issuing qualifications. There is a nationally consistent format, under the guidelines of the AQF. A qualification title includes:

- *the words Certificate I, II, III, IV, Diploma or Advanced Diploma to reflect the level of the qualification*
- *the industry covered, in this case, Tourism*
- *the main content/functional area covered by the qualification eg Meetings and Events*

CUSTOMISATION OF QUALIFICATIONS

The qualifications for the tourism industry have been developed in a manner which allows particular industry sectors and enterprises to customise each qualification to meet specific needs. The qualifications seek to ensure national integrity while maintaining flexibility:

- **Specification of core units for each qualification ensures integrity.**

- **Choice of a wide range of elective units provides flexibility.**

There are a number of specific points to note on customisation of qualifications:

- Units from other endorsed enterprise standards may be included in any qualification as **additional elective units.**

- Units from other endorsed industry training packages may be added to any qualification as **additional elective units.** Individual qualifications highlight where this may be particularly appropriate. For example, in the guiding qualifications, Outdoor Recreation units of competency could be added. The suggestions made in the individual qualifications are not exhaustive and different units could be appropriate to individual circumstances.

- Some units from other industries have been imported into the Tourism Training Package and are included in national tourism qualifications.

- There may be a need identified for a qualification which falls outside the industry framework, because it requires new combinations of competencies, drawn from different Training Packages. This should be negotiated by the Registered Training Organisation with the local industry to ensure relevance and suitability. It would then need to be accredited by the relevant State/Territory Recognition Authority. Given the flexibility of the new framework, it is not considered likely that this will occur on a regular basis.

  Advice on customisation of individual units of competence is found in 'Tourism Industry Competency Standards - Competency Standards Overview'

NEW APPRENTICESHIPS – TRAINEESHIPS

New Apprenticeship / Traineeship arrangements are considered appropriate for the following qualifications:

Certificate I in Tourism (Aboriginal and Torres Strait Islander Cultural Guiding)
Certificate II in Tourism (Sales / Office Operations)
Certificate II in Tourism (Attractions and Theme Parks)
Certificate II in Tourism (Guiding)
Certificate II in Tourism (Aboriginal and Torres Strait Islander Cultural Guiding)
Certificate III in Tourism (Meetings and Events)
Certificate III in Tourism (Tour Operations)
Certificate III in Tourism (Tour Wholesaling)
Certificate III in Tourism (Retail Travel Sales)
Certificate III in Tourism (International Retail Travel Sales)
Certificate III in Tourism (Visitor Information Services)
Certificate III in Tourism (Attractions and Theme Parks)
Certificate III in Tourism (Guiding)
Certificate III in Tourism (Aboriginal and Torres Strait Islander Cultural Guiding) and others as appropriate.

There are a number of specific points to note on New Apprenticeships / Traineeships:

- Development of New Apprenticeships / Traineeships should take account of the characteristics of industry at a local level. For example, the inbound tourism sector has strongly expressed the view that a Traineeship in Guiding is not appropriate for its needs in major city locations. This is due to the irregular nature of guiding activity and the inability of employers to employ Trainees as Guides. In contrast, the opportunity to develop Guide Traineeships in rural / bush locations has been welcomed by industry.

- Customisation of New Apprenticeships / Traineeships should follow the guidelines for core and elective units as specified for each qualification.

- New Apprenticeships / Traineeships in Tourism must include effective assessment and this is the responsibility of the Registered Training Organisation. Assessment must include an **integrated** skills assessment after a period of workplace employment. Evidence of this should include as a minimum:
  ➢ a portfolio of evidence which demonstrates satisfactory workplace performance
  ➢ supporting evidence of competence from the employer.

- Estimation of the time to complete New Apprenticeships / Traineeships in Tourism should be negotiated at State and Territory level. The diversity of the industry, its many sectors and the people who work within it make it impossible to provide meaningful national guidance on this issue. Local consultation will ensure New Apprenticeships / Traineeships meet local industry needs in terms of the pathways by which they are available.

THE QUALIFICATIONS FRAMEWORK

The diagram on the next page provides an overview of all the national tourism qualifications.

There are three streams or pathways plus industry-wide qualifications at the level of Certificate IV and above.

- **Sales/Office Operations**
- **Attractions and Theme Parks**
- **Guiding**
- **Industry-wide qualifications (Certificate IV and above)**

In total there are 21 qualifications.

The streams reflect the commonalities and differences between the skills required in various industry sectors.

- The Sales/Office Operations stream applies to all industry sectors and reflects the degree of commonality of skills in this area. This commonality is reinforced by the frequent movement of people between sectors during their careers.

- Attractions and Theme Parks have additional qualifications to reflect skills in areas such as Ride Operations and Animal Handling. Of course, the Sales/Office Operations stream also applies to Attractions and Theme Parks.

- Guiding is considered as a separate stream and covers all types of guiding, including driver guiding. Within the Guiding stream, there are specific qualifications for Aboriginal and Torres Strait Islander Cultural Guiding which reflect the specific needs and employment outcomes for these guides. At Certificate III in Tourism (Aboriginal and Torres Strait Islander Cultural Guiding), which includes the Unit THTFTG08A Interpret Aspects of Local Aboriginal and Torres Strait Islander Culture, and Certificate IV in Tourism (Guiding), which may include this Unit, the information on which the Unit is based, may only be accessible to those who identify as Aboriginal and Torres Strait Islander people and are authorised by local elders on behalf of their communities.

- The industry-wide qualifications (Certificate IV and above) apply to all of the three pathways.

The framework shows the minimum combinations of units required to achieve the stated qualification in tourism. No packaging is limited to the minimum units described. Additional units of competence, over and above the minimum units described, may be added to meet local industry or enterprise needs.
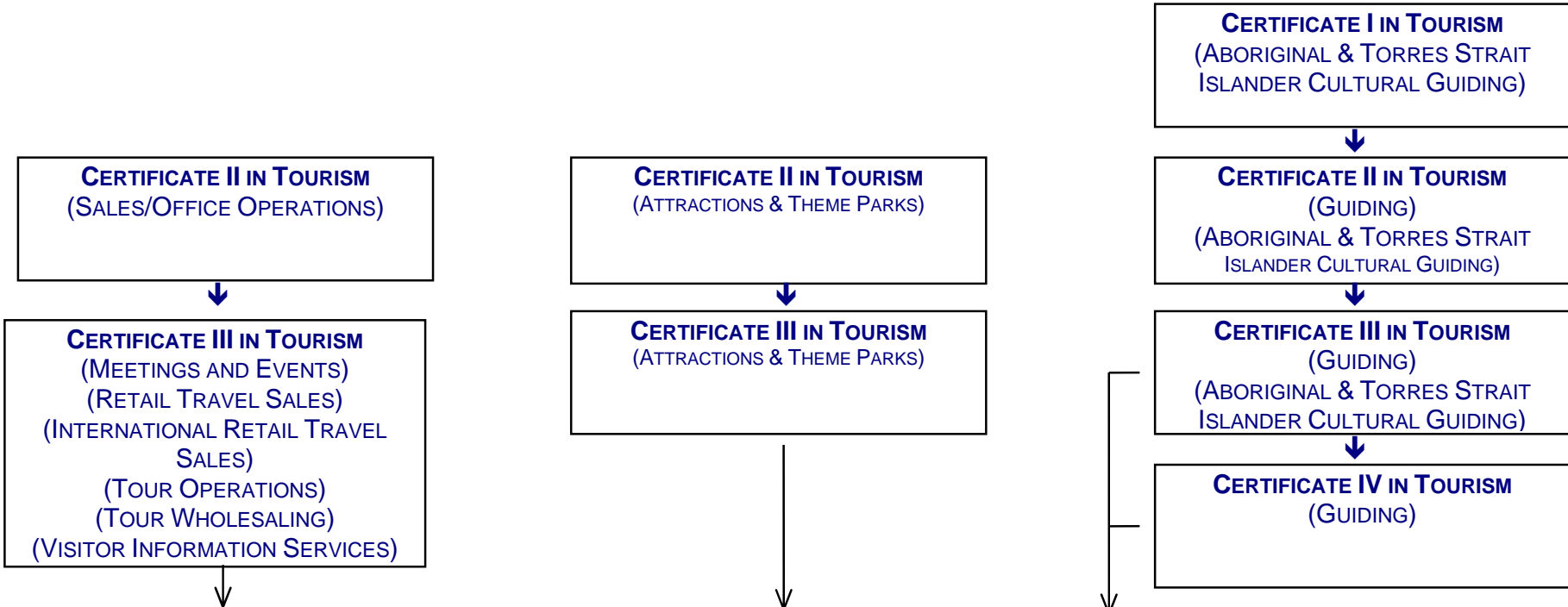Any additional units chosen from any functional area must be relevant to the occupational outcome sought and should be appropriate to the level of the AQF qualification.

NATIONAL TOURISM QUALIFICATIONS

SALES/OFFICE OPERATIONS

ATTRACTIONS & THEME PARKS

GUIDING

CERTIFICATE I IN TOURISM
(ABORIGINAL & TORRES STRAIT ISLANDER CULTURAL GUIDING)

CERTIFICATE II IN TOURISM
(SALES/OFFICE OPERATIONS)

CERTIFICATE II IN TOURISM
(ATTRACTIONS & THEME PARKS)

CERTIFICATE II IN TOURISM
(GUIDING)
(ABORIGINAL & TORRES STRAIT ISLANDER CULTURAL GUIDING)

CERTIFICATE III IN TOURISM
(MEETINGS AND EVENTS)
(RETAIL TRAVEL SALES)
(INTERNATIONAL RETAIL TRAVEL SALES)
(TOUR OPERATIONS)
(TOUR WHOLESALING)
(VISITOR INFORMATION SERVICES)

CERTIFICATE III IN TOURISM
(ATTRACTIONS & THEME PARKS)

CERTIFICATE III IN TOURISM
(GUIDING)
(ABORIGINAL & TORRES STRAIT ISLANDER CULTURAL GUIDING)

CERTIFICATE IV IN TOURISM
(GUIDING)

- A minimum of one Certificate III stream is required to progress to Certificate IV in tourism (Team Leading)
- Entry to Certificate IV in Tourism (Sales and Marketing) may be via non tourism pathways

CERTIFICATE IV IN TOURISM (SALES AND MARKETING)

CERTIFICATE IV IN TOURISM (TEAM LEADING)

DIPLOMA OF TOURISM

| MARKETING & PRODUCT DEVELOPMENT | MEETINGS & EVENTS MANAGEMENT | OPERATIONS MANAGEMENT |

ADVANCED DIPLOMA OF TOURISM MANAGEMENT

➔
➔
➔

ARROWS DENOTE POSSIBLE ENTRY FROM NON TOURISM PATHWAYS

National Tourism Qualifications

Sales/Office Operations Attractions & Theme Parks

SALES/OFFICE OPERATIONS QUALIFICATIONS

Summary:

Certificate II in Tourism (Sales/Office Operations)
Certificate III in Tourism (Meetings and Events)
Certificate III in Tourism (Retail Travel Sales)
Certificate III in Tourism (International Retail Travel Sales)
Certificate III in Tourism (Tour Operations)
Certificate III in Tourism (Tour Wholesaling)
Certificate III in Tourism (Visitor Information Services)

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SUMMARY OF REQUIREMENTS:

This summary lists the number of core and elective units required for each qualification. Electives selected should be appropriate to the occupational outcome sought and to the level of the AQF qualification. The specific requirements for each of these qualifications are shown on the following pages.

Please note that all of the Certificate III qualifications share a common core. There is also a significant commonality in the core units for specific sectors and in the elective units.

Electives **may** include units already achieved at a previous qualification level**.**

Certificate II:

CERTIFICATE II IN TOURISM (Sales/Office Operations)

To gain this qualification, the following must be achieved:

- **nine core units** *plus*;

- **two elective units**

Certificate III:

There are five qualifications at Certificate III level.

CERTIFICATE III IN TOURISM (Meetings and Events)

To gain this qualification the following must be achieved:

- **fifteen core units** *plus;*

- **two elective units**

CERTIFICATE III IN TOURISM (Retail Travel Sales)

To gain this qualification the following must be achieved:

- **eighteen core units** *plus;*

- **two elective units**

CERTIFICATE III IN TOURISM (International Retail Travel Sales)

To gain this qualification the following must be achieved:

- **twenty core units** *plus;*

- **one elective unit**

CERTIFICATE III IN TOURISM (Tour Operations)

To gain this qualification the following must be achieved:

- **fourteen core units** *plus;*

- **three elective units**

CERTIFICATE III IN TOURISM (Tour Wholesaling)

To gain this qualification the following must be achieved:

- **sixteen core units** *plus;*

- **two elective units**

CERTIFICATE III IN TOURISM (Visitor Information Services)

To gain this qualification the following must be achieved:

- **thirteen core units** *plus*;

- **four elective units**

CERTIFICATE II IN TOURISM (SALES/OFFICE OPERATIONS)

A **Certificate II in Tourism (Sales/Office Operations)** will comprise:

CORE UNITS		ELECTIVE UNITS	
THHCOR01A	Work With Colleagues & Customers	*A minimum of two additional units selected from the following pool:*	
THHCOR02A	Work in a Socially Diverse Environment		
THHCOR03A	Follow Health, Safety and Security Procedures	**Sales/Office Operations**	
		THTSOP01A	Operate an Automated Information System
THTTCO01A	Develop and Update Tourism Industry Knowledge	THTSOP02A	Source and Provide Destination Information and Advice
		THTSOP03A	Access and Interpret Product Information
THHGGA01A	Communicate on the Telephone	THTSOP05A	Prepare Quotations
		THTSOP06A	Receive and Process Reservations
THHGGA02A	Perform Clerical Procedures	THTSOP07A	Book and Coordinate Supplier Services
THHGCT01A	Access and Retrieve Computer Data	THTSOP09A	Process Non Air Documentation
		THTSOP14A	Administer Billing and Settlement Plan
THHGCT02A	Produce Documents on Computer	THTSOP15A	Process and Monitor Meeting/Event Registrations
THHGFA01A	Process Financial Transactions	**Field/On Site Operations (Meetings)**	
		THTFME01A	Coordinate Guest/Delegate Registration at Venue
		Front Office (From Hospitality Training Package)	
		THHBFO02/3A	Provide Accommodation Reception Services
		General Administration	
		THHGGA03A	Source and Present Information
		THHGGA06A	Receive and Store Stock
		Financial Administration	
		THHGFA02A	Maintain Financial Records
		Merchandise Sales	
		WRRS.1A	Sell Merchandise
		WRRS.2A	Advise on Products and Services
		WRRCS.2A	Apply Point of Sale Handling Procedures
		WRRLP.2A	Minimise Theft
		Customer Service	
		THHGCS01A	Develop & Update Local Knowledge
		THHGCS03A	Deal With Conflict Situations

NOTE:

The **Certificate II in Tourism (Sales/Office Operations)** is designed to reflect the role of entry level employees working in the Tourism Industry who perform a variety of administrative duties whilst also assisting those employees working at AQF III and higher. Common titles may include:

➢ Retail Travel Sales Assistant
➢ Administrative Assistant/Administration Officer
➢ Documentation Clerk
➢ Information Assistant
➢ FIT Support Staff
➢ Group Support Staff
➢ Operations Assistant
➢ Incentives Administration Support

CERTIFICATE III IN TOURISM (MEETINGS AND EVENTS)

A **Certificate III in Tourism (Meetings and Events)** will comprise:

CORE UNITS		ELECTIVE UNITS
THHCOR01A	Work With Colleagues & Customers	***A minimum of two additional units selected from the following pool:***
THHCOR02A	Work in a Socially Diverse Environment	
THHCOR03A	Follow Health, Safety and Security Procedures	**Sales/Office Operations**
		THTSOP02A Source and Provide Destination Information and Advice
THTTCO01A	Develop and Update Tourism Industry Knowledge	THTSOP08A Operate a Computerised Reservations System
		Field/On Site Operations (Meetings)
THHGGA01A	Communicate on the Telephone	THTFME02A Provide On Site Meeting/Event Management Services
THHGGA02A	Perform Clerical Procedures	**Planning and Product Development**
THHGCT01A	Access and Retrieve Computer Data	THTPPD03A Source and Package Tourism Products and Services
THHGCT02A	Produce Documents on Computer	THTPPD08A Plan and Develop Meeting/Event Proposals and Bids
THHGFA01A	Process Financial Transactions	THTPPD09A Develop Conference Programs
		General Administration
		THHGGA04A Prepare Business Documents
Core unit for Certificate III in Tourism:		**Financial Administration**
THHGCS03A	Deal with Conflict Situations	THHGFA02A Maintain Financial Records
		THHGFA03A Audit Financial Procedures
		THHGFA04A Prepare Financial Statements
Core units for Meetings and Events:		**Computer Technology**
THTSOP03A	Access and Interpret Product Information	THHGCT03A Design and Develop Computer Documents, Reports and Worksheets
THTSOP05A	Prepare Quotations	
THTSOP07A	Book and Coordinate Supplier Services	**Training**
THTSOP15A	Process and Monitor Meeting/Event Registration	THHGTR01A Coach Others in Job Skills
THTFME01A	Coordinate Guest/Delegate Registrations at Venue	

NOTE:

The **Certificate III in Tourism (Meetings and Events)** is designed to reflect the role of those meetings and events staff who play a support role to those persons working a Diploma level who take ultimate responsibility for coordinating meetings, conferences and events. Common titles may include:
➢ Conference Coordinator
➢ Events Coordinator
➢ Meetings Coordinator

CERTIFICATE III IN TOURISM (RETAIL TRAVEL SALES)

A **Certificate III in Tourism (Retail Travel Sales)** will comprise:

CORE UNITS		ELECTIVE UNITS	
THHCOR01A	Work With Colleagues & Customers	*A minimum of two additional units selected from the following pool:*	
THHCOR02A	Work in a Socially Diverse Environment		
THHCOR03A	Follow Health, Safety and Security Procedures	THTSOP11A	Construct and Ticket Normal International Airfares
THTTCO01A	Develop and Update Tourism Industry Knowledge	THTSOP12A	Construct and Ticket Promotional International Airfares
		THTSOP13A	Apply Advanced Airfare Rules and Procedures
THHGGA01A	Communicate on the Telephone	THTSOP14A	Administer Billing and Settlement Plan
THHGGA02A	Perform Clerical Procedures	**Planning and Product Development**	
		THTPPD03A	Source and Package Tourism Products and Services
THHGCT01A	Access and Retrieve Computer Data	**General Administration**	
THHGCT02A	Produce Documents on Computer	THHGGA04A	Prepare Business Documents
THHGFA01A	Process Financial Transactions	**Financial Administration**	
		THHGFA02A	Maintain Financial Records
		THHGFA03A	Audit Financial Procedures
Core unit for Certificate III in Tourism:		THHGFA04A	Prepare Financial Statements
THHGCS03A	Deal with Conflict Situations	**Computer Technology**	
		THHGCT03A	Design and Develop Computer Documents, Reports and Worksheets
Core units for Retail Travel Sales:		**Training**	
THTSOP02A	Source and Provide Destination Information and Advice	THHGTR01A	Coach Others in Job Skills
THTSOP03A	Access and Interpret Product Information		
THTSOP04A	Sell Tourism Products and Services		
THTSOP05A	Prepare Quotations		
THTSOP07A	Book and Coordinate Supplier Services		
THTSOP08A	Operate a Computerised Reservations System		
THTSOP09A	Process Non Air Documentation		
THTSOP10A	Construct and Ticket Domestic Airfares		

NOTE:

The **Certificate III in Tourism (Retail Travel Sales)** is designed to reflect the role of retail travel consultants working in a domestic context.

CERTIFICATE III IN TOURISM (INTERNATIONAL RETAIL TRAVEL SALES)

A **Certificate III in Tourism (International Retail Travel Sales)** will comprise:

CORE UNITS	ELECTIVE UNITS
THHCOR01A Work With Colleagues & Customers	*A minimum of one additional unit selected from the following pool:*
THHCOR02A Work in a Socially Diverse Environment	
THHCOR03A Follow Health, Safety and Security Procedures	THTSOP13A Apply Advanced Airfare Rules and Procedures
THTTCO01A Develop and Update Tourism Industry Knowledge	THTSOP14A Administer Billing and Settlement Plan
	Planning and Product Development
	THTPPD03A Source and Package Tourism Products and Services
THHGGA01A Communicate on the Telephone	**General Administration**
THHGGA02A Perform Clerical Procedures	THHGGA04A Prepare Business Documents
	Financial Administration
THHGCT01A Access and Retrieve Computer Data	THHGFA02A Maintain Financial Records
THHGCT02A Produce Documents on Computer	THHGFA03A Audit Financial Procedures
	THHGFA04A Prepare Financial Statements
THHGFA01A Process Financial Transactions	**Computer Technology**
	THHGCT03A Design and Develop Computer Documents, Reports and Worksheets
Core unit for Certificate III in Tourism:	**Training**
THHGCS03A Deal with Conflict Situations	THHGTR01A Coach Others in Job Skills
Core units for International Retail Travel Sales:	
THTSOP02A Source and Provide Destination Information and Advice	
THTSOP03A Access and Interpret Product Information	
THTSOP04A Sell Tourism Products and Services	
THTSOP05A Prepare Quotations	
THTSOP07A Book and Coordinate Supplier Services	
THTSOP08A Operate a Computerised Reservations System	
THTSOP09A Process Non Air Documentation	
THTSOP10A Construct and Ticket Domestic Airfares	
THTSOP11A Construct and Ticket Normal International Airfares	
THTSOP12A Construct and Ticket Promotional International Airfares	

NOTE:

The **Certificate III in Tourism (International Retail Travel Sales)** is designed to reflect the role of an international travel consultant.

CERTIFICATE III IN TOURISM (TOUR OPERATIONS)

A **Certificate III in Tourism (Tour Operations)** will comprise:

CORE UNITS	ELECTIVE UNITS
THHCOR01A Work With Colleagues & Customers	***A minimum of three additional units selected from the following pool:***
THHCOR02A Work in a Socially Diverse Environment	**Sales & Office Operations**
THHCOR03A Follow Health, Safety and Security Procedures	THTSOP03A Access and Interpret Product Information
THTTCO01A Develop and Update Tourism Industry Knowledge	THTSOP07A Book and Coordinate Supplier Services
	THTSOP08A Operate a Computerised Reservations System
THHGGA01A Communicate on the Telephone	THTSOP09A Process Non Air Documentation
	THTSOP10A Construct and Ticket Domestic Airfares
THHGGA02A Perform Clerical Procedures	THTSOP16A Maintain a Product Inventory
THHGCT01A Access and Retrieve Computer Data	THTSOP17A Allocate Tour Resources
	Planning and Product Development
THHGCT02A Produce Documents on Computer	THTPPD03A Source & Package Tourism Products & Services
THHGFA01A Process Financial Transactions	THTPPD04A Plan and Implement Minimal Impact Operations
	THTPPD05A Plan and Develop Interpretive Activities
Core unit for Certificate III in Tourism:	**Sales and Marketing**
THHGCS03A Deal with Conflict Situations	THHGCS04A Make Presentations
	THHGCS06A Plan and Implement Sales Activities
Core units for Tour Operations:	THHGCS07A Coordinate Marketing Activities
THTSOP02A Source and Provide Destination Information and Advice	THHGCS08A Establish & Conduct Business Relationships
	THTSMA01A Coordinate Production of Brochures & Marketing Materials
THTSOP04A Sell Tourism Products and Services	THTSMA02A Create a Promotional Display/Stand
THTSOP05A Prepare Quotations	**Hygiene, Health, Safety & Security**
THTSOP06A Receive and Process Reservations	THHGHS01A Follow Workplace Hygiene Procedures
	THHGHS02A Clean Premises and Equipment
	THHGHS03A Provide First Aid
	General Administration
	THHGGA04A Prepare Business Documents
	Financial Administration
	THHGFA02A Maintain Financial Records
	THHGFA03A Audit Financial Procedures
	THHGFA04A Prepare Financial Statements
	Computer Technology
	THHGCT03A Design & Develop Computer Documents, Reports & Worksheets
	Training
	THHGTR01A Coach Others in Job Skills

CORE UNITS	ELECTIVE UNITS
	Guiding
	THTFTG01A Work as a Guide
	THTFTG02A Offer Arrival and Departure Assistance
	THTFTG03A Develop and Maintain the General Knowledge Required by Guides
	THTFTG04A Coordinate and Operate a Tour
	THTFTG05A Lead Tour Groups
	THTFTG06A Prepare and Present Commentaries
	THTFTG07A Research and Share General Information on Aboriginal and Torres Strait Islander Culture
	THTFTG08A Interpret Aspects of Local Aboriginal & Torres Strait Islander Culture
	THTFTG09A Present Interpretive Activities
	THTFTG10A Develop Interpretive Content for Ecotourism Activities
	THTFTG11A Manage Extended Touring Programs
	Tour Operations
	THTFTO01A Conduct Pre-Departure Checks
	TDTC197 Drive Vehicles
	TDTC897 Drive Coaches/Buses
	TDTB397 Carry Out Vehicle Maintenance & Minor Repairs
	THTFTO02A Operate and Maintain a 4WD Vehicle
	THTFTO03A Set Up and Operate a Campsite
	THTFTO04A Provide Campsite Catering
	THTFTO05A Operate Tours in a Remote Area

NOTE:

The **Certificate III in Tourism (Tour Operations)** is designed to reflect the role of specialist tour operator staff. The work focus could be totally office-based but may include significant work in the field. This is allowed for in the choice of elective units. This qualification could therefore meet the needs of both large and small tour operators. Qualifications for Driver Guides / Coach Captains are found in the Guiding stream. Common titles may include:

➢ Operations Consultant
➢ Reservations Sales Agent
➢ Tour Coordinator
➢ Operations Coordinator
➢ Tour Consultant

CERTIFICATE III IN TOURISM (TOUR WHOLESALING)

A **Certificate III in Tourism (Tour Wholesaling)** will comprise:

CORE UNITS		ELECTIVE UNITS	
THHCOR01A	Work With Colleagues & Customers	***A minimum of two additional units selected from the following pool:***	
THHCOR02A	Work in a Socially Diverse Environment		
THHCOR03A	Follow Health, Safety and Security Procedures	**Sales & Office Operations**	
THTTCO01A	Develop and Update Tourism Industry Knowledge	THTSOP08A	Operate a Computerised Reservations System
		THTSOP09A	Process Non Air Documentation
THHGGA01A	Communicate on the Telephone	THTSOP10A	Construct and Ticket Domestic Airfares
		THTSOP11A	Construct & Ticket Normal International Airfares
THHGGA02A	Perform Clerical Procedures	THTSOP12A	Construct & Ticket Promotional International Airfares
THHGCT01A	Access and Retrieve Computer Data	THTSOP13A	Apply Advanced Airfare Rules and Procedures
THHGCT02A	Produce Documents on Computer	THTSOP14A	Administer Billing and Settlement Plan
		THTSOP16A	Maintain a Product Inventory
THHGFA01A	Process Financial Transactions	THTSOP17A	Allocate Tour Resources
		Planning and Product Development	
Core unit for Certificate III in Tourism:		THTPPD03A	Source and Package Tourism Products & Services
THHGCS03A	Deal with Conflict Situations	**General Administration**	
		THHGGA04A	Prepare Business Documents
Core units for		**Financial Administration**	
Tour Wholesaling:		THHGFA02A	Maintain Financial Records
		THHGFA03A	Audit Financial Procedures
THTSOP02A	Source and Provide Destination Information and Advice	THHGFA04A	Prepare Financial Statements
		Computer Technology	
THTSOP03A	Access and Interpret Product Information	THHGCT03A	Design & Develop Computer Documents, Reports & Worksheets
THTSOP04A	Sell Tourism Products and Services	**Training**	
		THHGTR01A	Coach Others in Job Skills
THTSOP05A	Prepare Quotations	**Guiding**	
THTSOP06A	Receive and Process Reservations	THTFTG02A	Offer Arrival and Departure Assistance
		THTFTG03A	Develop and Maintain the General Knowledge Required by Guides
THTSOP07A	Book and Coordinate Supplier Services	THTFTG04A	Coordinate and Operate a Tour
		THTFTG05A	Lead Tour Groups
		THTFTG06A	Prepare and Present Commentaries
		THTFTG11A	Manage Extended Touring Programs

NOTE:

The **Certificate III in Tourism (Tour Wholesaling)** is designed to reflect the role of specialist staff who work in the tour operations domestic inbound or outbound tour wholesaling. Common titles may include:

➢ Wholesale Operations Consultant
➢ Reservations Sales Agent
➢ Inbound Tour Coordinator
➢ Incentive Coordinator
➢ Tour Consultant

CERTIFICATE III IN TOURISM (VISITOR INFORMATION SERVICES)

A **Certificate III in Tourism (Visitor Information Services)** will comprise:

CORE UNITS		ELECTIVE UNITS	
THHCOR01A	Work With Colleagues & Customers	***A minimum of four additional units selected from the following pool:***	
THHCOR02A	Work in a Socially Diverse Environment		
THHCOR03A	Follow Health, Safety and Security Procedures	**Sales/Office Operations**	
		THTSOP01A	Operate an Automated Information System
THTTCO01A	Develop and Update Tourism Industry Knowledge	THTSOP05A	Prepare Quotations
		THTSOP06A	Receive and Process Reservations
		THTSOP07A	Book & Coordinate Supplier Services
		THTSOP09A	Process Non Air Documentation
THHGGA01A	Communicate on the Telephone	THTSOP16A	Maintain a Product Inventory
		Planning and Product Development	
THHGGA02A	Perform Clerical Procedures	THTPPD02A	Research Tourism Data
THHGCT01A	Access and Retrieve Computer Data	THTPPD03A	Source and Package Tourism Products and Services
THHGCT02A	Produce Documents on Computer	THTPPD12A	Develop Host Community Awareness of Tourism
THHGFA01A	Process Financial Transactions	**Sales and Marketing**	
		THHGCSO4A	Make Presentations
		THHGCSO6A	Plan and Implement Sales Activities
Core unit for Certificate III in Tourism:		THHGCSO7A	Coordinate Marketing Activities
THHGCS03A	Deal with Conflict Situations	THHGCSO8A	Establish and Conduct Business Relationships
		THTSMA01A	Coordinate the Production of Brochures and Marketing Materials
Core units for Visitor Information Services:		THTSMA02A	Create a Promotional Display/Stand
		Merchandise Sales	
THTSOP02A	Source and Provide Destination Information and Advice	WRRS.1A	Sell Merchandise
		WRRS.2A	Advise on Products & Services
THTSOP03A	Access and Interpret Product Information	WRRCS.2A	Apply Point of Sale Handling Procedures
THTSOP04A	Sell Tourism Products and Services	WRRLP.2A	Minimise Theft
		WRRM.1A	Merchandise Products
		General Administration	
		THHGGA04A	Prepare Business Documents
		THHGGA06A	Receive and Store Stock
		THHGGA07A	Control and Order Stock
		Financial Administration	
		THHGFA02A	Maintain Financial Records
		THHGFA03A	Audit Financial Procedures
		THHGFA04A	Prepare Financial Statements
		Computer Technology	
		THHGCT03A	Design and Develop Computer Documents, Reports and Worksheets
		Training	
		THHGTR01A	Coach Others in Job Skills

NOTE:

The **Certificate III in Tourism (Visitor Information Services)** is designed to reflect the role of staff working in the information services sector. It may also apply to those individuals who fulfil a dual information/sales function in tourism destinations. Common titles may include:

➢ Information Officer
➢ Booking Agent

ATTRACTIONS AND THEME PARKS QUALIFICATIONS

Summary:

Certificate II in Tourism (Attractions and Theme Parks)
Certificate III in Tourism (Attractions and Theme Parks)

SUMMARY OF REQUIREMENTS:

This summary lists the number of core and elective units required for each qualification. Electives selected should be appropriate to the occupational outcome sought and to the level of the AQF qualification. The specific requirements for each of these qualifications are shown on the following pages.

Electives **may** include units already achieved at a previous qualification level**.**

Certificate II:

CERTIFICATE II IN TOURISM (Attractions and Theme Parks)

To gain this qualification the following must be achieved:

- **six core units** *plus;*

- **five elective units**

Certificate III:

CERTIFICATE III IN TOURISM (Attractions and Theme Parks)

To gain this qualification the following must be achieved:

- **eight core units** *plus;*

- **eight elective units**

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CERTIFICATE II IN TOURISM (ATTRACTIONS AND THEME PARKS)

A **Certificate II in Tourism (Attractions and Theme Parks)** will comprise:

CORE UNITS	ELECTIVE UNITS
THHCOR01A Work With Colleagues & Customers THHCOR02A Work in a Socially Diverse Environment THHCOR03A Follow Health, Safety and Security Procedures THTTCO01A Develop and Update Tourism Industry Knowledge THHGCS01A Develop and Update Local Knowledge THTFAT01A Provide On Site Information and Assistance	***A minimum of five additional units selected from the following pool:*** (Two of the five electives may be drawn from the Food and Beverage/Commercial Catering/Security sections of the Hospitality Training Package. Please also note that selection of all five units from the Guiding pool is not appropriate for this qualification, and a pure guiding outcome is found in the qualifications frameworks for guiding.) **Attractions and Theme Parks** THTFAT02A　　Monitor Entry to Venue THTFAT03A　　Conduct Pre-Event Briefing THTFAT04A　　Operate a Ride Location THTFAT05A　　Load and Unload a Ride THTFAT06A　　Maintain Safety in Water Based Rides THTFAT08A　　Operate a Games Location THTFAT09A　　Carry out Spruiking THTFAT10A　　Operate Animal Enclosure/Exhibit THTFAT11A　　Provide General Animal Care THTFAT12A　　Rescue Animals THTFAT13A　　Provide Customers with Information on Animals THTFAT14A　　Coordinate & Monitor Animal Care THTFAT17A　　Manage Animal Enclosures/Exhibits **Guiding** THTFTG01A　　Work as a Guide THTFTG03A　　Develop and Maintain the General Knowledge Required by Guides THTFTG06A　　Prepare and Present Tour Commentaries THTFTG07A　　Research and Share General Information on Aboriginal and Torres Strait Islander Culture THTFTG08A　　Interpret Aspects of Local Aboriginal & Torres Strait Islander Culture THTFTG09A　　Present Interpretive Activities **General Administration** THHGGA01A　　Communicate on the Telephone THHGGA02A　　Perform Clerical Procedures THHGGA03A　　Source and Present Information THHGGA06A　　Receive and Store Stock THHGGA07A　　Control and Order Stock **Hygiene, Health, Safety & Security** THHGHS01A　　Follow Workplace Hygiene Procedures THHGHS02A　　Clean Premises and Equipment THHGHS03A　　Provide First Aid **Merchandise Sales** WRRS.1A　　Sell Merchandise WRRS.2A　　Advise on Products and Services WRRCS.2A　　Apply Point of Sale Handling Procedures WRRLP.2A　　Minimise Theft WRRM.1A　　Merchandise Products **Technical and Maintenance Services** THTGTM01A　　Carry General Maintenance THTGTM02A　　Carry Out Grounds Maintenance THTGTM03A　　Monitor Water Quality **Financial Administration** THHGFA01A　　Process Financial Transactions THHGFA02A　　Maintain Financial Records

NOTE:
The **Certificate II in Tourism (Attractions and Theme Parks)** is designed to reflect the role of those entry level employees working within attractions and theme parks who perform a variety of hands-on, operational duties whilst also assisting those employees working at AQF III and higher. Often these people are multi-skilled. The flexibility of this qualification reflects the diversity of occupational outcomes within Attractions and Theme Parks. Common titles may include Ride Operator, Animal Attendant, Retail Sales Assistant.

CERTIFICATE III IN TOURISM (ATTRACTIONS AND THEME PARKS)

A **Certificate III in Tourism (Attractions and Theme Parks)** will comprise:

CORE UNITS		ELECTIVE UNITS
THHCOR01A	Work With Colleagues & Customers	***A minimum of eight additional units selected from the following pool:***
THHCOR02A	Work in a Socially Diverse Environment	(Four of the eight electives may be drawn from the Food and Beverage/Commercial Catering/Security sections of the Hospitality Training Package.)
THHCOR03A	Follow Health, Safety and Security Procedures	**Attractions and Theme Parks**
THTTCO01A	Develop and Update Tourism Industry Knowledge	THTFAT02A Monitor Entry to Venue THTFAT03A Conduct Pre-Event Briefing THTFAT04A Operate a Ride Location THTFAT05A Load and Unload a Ride
THHGCS01A	Develop and Update Local Knowledge	THTFAT06A Maintain Safety in Water Based Rides THTFAT07A Supervise Ride Operations
THHGCS02A	Promote Products and Services to Customers	THTFAT08A Operate a Games Location THTFAT09A Carry out Spruiking
THHGCS03A	Deal with Conflict Situations	THTFAT10A Operate Animal Enclosure/Exhibit THTFAT11A Provide General Animal Care
THTFAT01A	Provide On Site Information and Assistance	THTFAT12A Rescue Animals THTFAT13A Provide Customers with Information on Animals
		THTFAT14A Coordinate & Monitor Animal Care
		THTFAT15A Train and Condition Animals
		THTFAT16A Supervise Animal Enclosures/Exhibits
		THTFAT17A Manage Animal Enclosures/Exhibits
		Guiding
		THTFTG01A Work as a Guide
		THTFTG03A Develop and Maintain the General Knowledge Required by Guides
		THTFTG06A Prepare and Present Tour Commentaries
		THTFTG07A Research and Share General Information on Aboriginal & Torres Strait Islander Culture
		THTFTG08A Interpret Aspects of Local Aboriginal & Torres Strait Islander Culture
		THTFTG09A Present Interpretive Activities
		THTFTG10A Develop Interpretive Content for Ecotourism Activities
		Sales/Office Operations
		THTSOP02A Source and Provide Destination Information and Advice
		THTSOP03A Access and Interpret Product Information
		THTSOP04A Sell Tourism Products and Services
		THTSOP05A Prepare Quotations
		THTSOP06A Receive and Process Reservations
		THTSOP07A Book and Coordinate Supplier Services
		THHGCS05 Organise Functions
		THTSOP16A Maintain a Product Inventory
		THTSOP15A Process and Monitor Meeting/Event Registrations

CORE UNITS	ELECTIVE UNITS
	On Site Operations – Meetings
	THTFME01A Coordinate Guest/Delegate
	Registration at Venue
	General Administration
	THHGGA01A Communicate on the Telephone
	THHGGA02A Perform Clerical Procedures
	THHGGA03A Source and Present Information
	THHGGA04A Prepare Business Documents
	THHGGA05A Plan and Manage Meetings
	THHGGA06A Receive and Store Stock
	THHGGA07A Control and Order Stock
	Hygiene, Health, Safety & Security
	THHGHS01A Follow Workplace Hygiene Procedures
	THHGHS02A Clean Premises and Equipment
	THHGHS03A Provide First Aid
	Merchandise Sales
	WRRS.1A Sell Merchandise
	WRRS.2A Advise on Products and Services
	WRRCS.2A Apply Point of Sale Handling
	Procedures
	WRRLP.2A Minimise Theft
	WRRM.1A Merchandise Products
	Technical and Maintenance Services
	THTGTM01A Carry General Maintenance
	THTGTM02A Carry Out Grounds Maintenance
	THTGTM03A Monitor Water Quality
	THTGTM04A Carry Out Specialist Maintenance and
	Construction
	THTGTM05A Supervise Maintenance Operations
	Financial Administration
	THHGFA01A Process Financial Transactions
	THHGFA02A Maintain Financial Records
	THHGFA03A Audit Financial Procedures
	Training
	THHGTR01A Coach Others In Job Skills
	THHGTR02A Train Colleagues In the Workplace
	Live Theatre Technology Standards
	(Developed by Cultural Research Education and Training Enterprise Australia). Electives selected must be appropriate to the AQF level.

NOTE:

The **Certificate III in Tourism (Attractions and Theme Parks)** is designed to reflect the role of specialist or multi-skilled operations personnel in Attractions and Theme Parks. The flexibility of this qualification reflects the diversity of occupational outcomes within Attractions and Theme Parks.

Common titles may include:
➢ Senior Ride Operator
➢ Retail Sales Coordinator
➢ Animal Handler

GUIDING QUALIFICATIONS

Summary:

Certificate I in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)
Certificate II in Tourism (Guiding)
Certificate II in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)
Certificate III in Tourism (Guiding)
Certificate III in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)
Certificate IV in Tourism (Guiding)

SUMMARY OF REQUIREMENTS:

This summary lists the number of core and elective units required for each qualification. Electives selected should be appropriate to the occupational outcome sought and to the level of the AQF qualification. The specific requirements for each of these qualifications are shown on the following pages.

Apart from Certificate IV, electives **may** include units already achieved at a previous qualification level**.**

Certificates I - IV:

CERTIFICATE I IN TOURISM (Aboriginal & Torres Strait Islander Cultural Guiding)

To gain this qualification the following must be achieved:

- **five core units** *plus;*

- **one elective unit**

CERTIFICATE II IN TOURISM (Guiding)

To gain this qualification the following must be achieved:

- **seven core units** *plus;*

- **two elective units**

CERTIFICATE II IN TOURISM (Aboriginal & Torres Strait Islander Cultural Guiding)

To gain this qualification the following must be achieved:

- **seven core units** *plus;*

- **two elective units**

CERTIFICATE III IN TOURISM (Guiding)

To gain this qualification the following must be achieved:

- **seven core units** *plus;*

- **four elective units with at least two of these from the Guiding pool**

CERTIFICATE III IN TOURISM (Aboriginal & Torres Strait Islander Cultural Guiding)

To gain this qualification the following must be achieved:

- **nine core units** *plus;*

- **three elective units with at least one from the Guiding pool**

CERTIFICATE IV IN TOURISM (Guiding)

To gain this qualification the following must be achieved:

- **nine core units** *plus;*

- **five elective units**

CERTIFICATE I IN TOURISM
(ABORIGINAL & TORRES STRAIT ISLANDER CULTURAL GUIDING)

A **Certificate I in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)** will comprise:

CORE UNITS		ELECTIVE UNITS
THHCOR01A	Work With Colleagues & Customers	***A minimum of one additional unit selected from any section of the Tourism or Hospitality Training Package.***
THHCOR02A	Work in a Socially Diverse Environment	
THHCOR03A	Follow Health, Safety and Security Procedures	Units from other Training Packages may be added to this qualification eg. Outdoor Recreation, Transport, provided they are appropriate to the level of the AQF qualification.
THTTCO01A	Develop and Update Tourism Industry Knowledge	
THTFTG07A	Research and Share General Information on Aboriginal and Torres Strait Islander Culture	

CERTIFICATE II IN TOURISM (GUIDING)

A **Certificate II in Tourism (Guiding)** will comprise:

CORE UNITS		ELECTIVE UNITS
THHCOR01A	Work With Colleagues & Customers	***A minimum of two additional units selected from any section of the Tourism or Hospitality Training Packages.***
THHCOR02A	Work in a Socially Diverse Environment	
THHCOR03A	Follow Health, Safety and Security Procedures	Units from other Training Packages may be added to this qualification eg. Outdoor Recreation, Transport, provided they are appropriate to the level of the AQF qualification.
THTTCO01A	Develop and Update Tourism Industry Knowledge	
THTFTG01A	Work as a Guide	
THTFTG03A	Develop and Maintain the General Knowledge Required by Guides	
THTFTG06A	Prepare and Present Tour Commentaries	

NOTE:

The **Certificate II in Tourism (Guiding)** is designed to reflect the role of guides who require general guiding skills but do not undertake the full range of guiding activities. Common titles may include:
➢ Site Guide
➢ Meet and Greet Guide

CERTIFICATE II IN TOURISM
(ABORIGINAL & TORRES STRAIT ISLANDER CULTURAL GUIDING)

A **Certificate II in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)** will comprise:

CORE UNITS		ELECTIVE UNITS
THHCOR01A	Work With Colleagues & Customers	***A minimum of two additional units of competence selected from any section of the Tourism or Hospitality Training Packages.***
THHCOR02A	Work in a Socially Diverse Environment	
THHCOR03A	Follow Health, Safety and Security Procedures	Units from other Training Packages may be added to this qualification eg. Outdoor Recreation, Transport, provided they are appropriate to the level of the AQF qualification.
THTTCO01A	Develop and Update Tourism Industry Knowledge	
THTFTG01A	Work as a Guide	
THTFTG03A	Develop and Maintain the General Knowledge Required by Guides	
THTFTG07A	Research and Share General Information on Aboriginal and Torres Strait Islander Culture	

CERTIFICATE III IN TOURISM (GUIDING)

A **Certificate III in Tourism (Guiding)** will comprise:

CORE UNITS		ELECTIVE UNITS	
THHCOR01A	Work With Colleagues & Customers	*A minimum of four additional units selected from the following , with at least two from the Guiding pool:*	
THHCOR02A	Work in a Socially Diverse Environment		
THHCOR03A	Follow Health, Safety and Security Procedures	**Guiding**	
THTTCO01A	Develop and Update Tourism Industry Knowledge	THTFTG02A	Offer Arrival and Departure Assistance
		THTFTG04A	Coordinate and Operate a Tour
		THTFTG05A	Lead Tour Groups
THTFTG01A	Work as a Guide	THTFTG07A	Research and Share General Information on Aboriginal and Torres Strait Islander Culture
THTFTG03A	Develop and Maintain the General Knowledge Required by Guides	THTFTG08A	Interpret Aspects of Local Aboriginal & Torres Strait Islander Culture
THTFTG06A	Prepare and Present Tour Commentaries	THTFTG09A	Present Interpretive Activities
		THTFTG10A	Develop Interpretive Content for Ecotourism Activities
		THTFTG11A	Manage Extended Touring Programs
		Tour Operations	
		THTFTO01A	Conduct Pre-Departure Checks
		TDTC197	Drive Vehicles
		TDTC897	Drive Coaches/Buses
		TDTB397	Carry Out Vehicle Maintenance and Minor Repairs
		THTFTO02A	Operate and Maintain a 4WD Vehicle
		THTFTO03A	Set Up and Operate a Campsite
		THTFTO04A	Provide Campsite Catering
		THTFTO05A	Operate Tours in a Remote Area
		Hygiene, Health, Safety & Security	
		THHGHS01A	Follow Workplace Hygiene Procedures
		THHGHS02A	Clean Premises and Equipment
		THHGHS03A	Provide First Aid
		General Administration	
		THHGGA01A	Communicate on the Telephone
		THHGGA02A	Perform Clerical Procedures
		THHGGA03A	Source and Present Information
		THHGGA04A	Prepare Business Documents
		THHGGA05A	Plan and Manage Meetings
		THHGGA06A	Receive and Store Stock
		THHGGA07A	Control and Order Stock
		Financial Administration	
		THHGFA01A	Process Financial Transactions
		THHGFA02A	Maintain Financial Records
		THHGFA03A	Audit Financial Procedures
		Sales/Office Operations	
		THTSOP02A	Source and Provide Destination Information and Advice
		THTSOP03A	Access and Interpret Product Information
		THTSOP04A	Sell Tourism Products and Services
		THTSOP07A	Book and Coordinate Supplier Services
		THTSOP09A	Process Non Air Documentation
		Merchandise Sales	
		WRRS.1A	Sell Merchandise
		WRRS.2A	Advise on Products and Services
		WRRCS.2A	Apply Point of Sale Handling Procedures
		WRRLP.2A	Minimise Theft
		WRRM.1A	Merchandise Products
		Units from other Training Packages may be added to this qualification eg. Outdoor Recreation, Transport, provided they are appropriate to the level of the AQF qualification.	

NOTE:

The **Certificate III in Tourism (Guiding)** is designed to reflect the role of guides who operate with significant independence but do not generally operate extended tours. The flexibility of this qualification reflects the diversity of guiding roles and responsibilities across Australia. Common titles may include Local Guide, Driver Guide, Coach Captain.

CERTIFICATE III IN TOURISM
(ABORIGINAL & TORRES STRAIT ISLANDER CULTURAL GUIDING)

A **Certificate III in Tourism (Aboriginal & Torres Strait Islander Cultural Guiding)** will comprise:

CORE UNITS	ELECTIVE UNITS
THHCOR01A Work With Colleagues & Customers THHCOR02A Work in a Socially Diverse Environment THHCOR03A Follow Health, Safety and Security Procedures THTTCO01A Develop and Update Tourism Industry Knowledge THTFTG01A Work as a Guide THTFTG03A Develop and Maintain the General Knowledge Required by Guides THTFTG06A Prepare and Present Tour Commentaries THTFTG07A Research and Share General Information on Aboriginal and Torres Strait Islander Culture THTFTG08A Interpret Aspects of Local Aboriginal and Torres Strait Islander Culture	***A minimum of three additional units selected from the following with at least one from the Guiding pool:*** **Guiding** THTFTG02A Offer Arrival and Departure Assistance THTFTG04A Coordinate and Operate a Tour THTFTG05A Lead Tour Groups THTFTG09A Present Interpretive Activities THTFTG10A Develop Interpretive Content for Ecotourism Activities THTFTG11A Manage Extended Touring Programs **Tour Operations** THTFTO01A Conduct Pre-Departure Checks TDTC197 Drive Vehicles TDTC897 Drive Coaches/Buses TDTB397 Carry Out Vehicle Maintenance and Minor Repairs THTFTO02A Operate and Maintain a 4WD Vehicle THTFTO03A Set Up and Operate a Campsite THTFTO04A Provide Campsite Catering THTFTO05A Operate Tours in a Remote Area **Hygiene, Health, Safety & Security** THHGHS01A Follow Workplace Hygiene Procedures THHGHS02A Clean Premises and Equipment THHGHS03A Provide First Aid **General Administration** THHGGA01A Communicate on the Telephone THHGGA02A Perform Clerical Procedures THHGGA03A Source and Present Information THHGGA04A Prepare Business Documents THHGGA05A Plan and Manage Meetings THHGGA06A Receive and Store Stock THHGGA07A Control and Order Stock **Financial Administration** THHGFA01A Process Financial Transactions THHGFA02A Maintain Financial Records THHGFA03A Audit Financial Procedures **Sales/Office Operations** THTSOP02A Source and Provide Destination Information and Advice THTSOP03A Access and Interpret Product Information THTSOP04A Sell Tourism Products and Services THTSOP07A Book and Coordinate Supplier Services THTSOP09A Process Non Air Documentation **Merchandise Sales** WRRS.1A Sell Merchandise WRRS.2A Advise on Products and Services WRRCS.2A Apply Point of Sale Handling Procedures WRRLP.2A Minimise Theft WRRM.1A Merchandise Products Units from other Training Packages may be added to this qualification eg. Outdoor Recreation, Transport, provided they are appropriate to the level of the AQF qualification.

CERTIFICATE IV IN TOURISM (GUIDING)

A **Certificate IV in Tourism (Guiding)** will comprise:

CORE UNITS		ELECTIVE UNITS
THHCOR01A	Work With Colleagues and Customers	***A minimum of five additional units of competence, selected from the following pool:***
THHCOR02A	Work in a Socially Diverse Environment	**Guiding**
		THTFTG02A Offer Arrival and Departure Assistance
THHCOR03A	Follow Health, Safety and Security Procedures	THTFTG07A Research and Share General Information on Aboriginal & Torres Strait Islander Culture
THTTCO01A	Develop and Update Tourism Industry Knowledge	THTFTG08A Interpret Aspects of Local Aboriginal and Torres Strait Islander Culture
		THTFTG09A Present Interpretive Activities
		THTFTG10A Develop Interpretive Content for Ecotourism Activities
THTFTG01A	Work as a Guide	THTFTG11A Manage Extended Touring Programs
THTFTG03A	Develop and Maintain the General Knowledge Required by Guides	**Tour Operations**
		THTFTO01A Conduct Pre-Departure Checks
		TDTC197 Drive Vehicles
		TDTC897 Drive Coaches/Buses
		TDTB397 Carry Out Vehicle Maintenance and Minor Repairs
		THTFTO02A Operate and Maintain a 4WD Vehicle
THTFTG04A	Coordinate and Operate a Tour	THTFTO03A Set Up and Operate a Campsite
THTFTG05A	Lead Tour Groups	THTFTO04A Provide Campsite Catering
THTFTG06A	Prepare and Present Tour Commentaries	THTFTO05A Operate Tours in a Remote Area
		Hygiene, Health, Safety & Security
		THHGHS01A Follow Workplace Hygiene Procedures
		THHGHS02A Clean Premises and Equipment
		THHGHS03A Provide First Aid
		Sales/Office Operations
		THTSOP02A Source and Provide Destination Information and Advice
		THTSOP03A Access and Interpret Product Information
		THTSOP04A Sell Tourism Products and Services
		THTSOP07A Book and Coordinate Supplier Services
		THTSOP09A Process Non Air Documentation
		General Administration
		THHGGA01A Communicate on the Telephone
		THHGGA02A Perform Clerical Procedures
		THHGGA03A Source and Present Information
		THHGGA04A Prepare Business Documents
		THHGGA05A Plan and Manage Meetings
		THHGGA06A Receive and Store Stock
		THHGGA07A Control and Order Stock
		Financial Administration
		THHGFA01A Process Financial Transactions
		THHGFA02A Maintain Financial Records
		THHGFA03A Audit Financial Procedures

| | **Leadership**
THHGLE01A Monitor Work Operations
THHGLE08A Lead and Manage People
Customer Service
THHGCS03A Deal With Conflict Situations
Training
THHGTR01A Coach Others in Job Skills
THHGTR02A Train Colleagues in the Workplace |
| | Units from other Training Packages may be added to this qualification eg. Outdoor Recreation, Transport, provided they are appropriate to the level of the AQF qualification. |

NOTE:

The **Certificate IV in Tourism (Guiding)** is designed to reflect the role of guides who operate with significant autonomy and responsibility. The flexibility of this qualification reflects the diversity of guiding roles and responsibilities across Australia. Common titles may include Tour Manager, Specialist Guide.

INDUSTRY-WIDE QUALIFICATIONS (CERTIFICATE IV AND ABOVE)

Summary:

Certificate IV in Tourism (Sales and Marketing)
Certificate IV in Tourism (Team Leading)
Diploma of Tourism (Marketing and Product Development)
Diploma of Tourism (Meetings and Events Management)
Diploma of Tourism (Operations Management)
Advanced Diploma of Tourism Management

SUMMARY OF REQUIREMENTS:

This summary lists the number of core and elective units required for each qualification. Electives selected should be appropriate to the occupational outcome sought and to the level of the AQF qualification. The specific requirements for each of these qualifications are shown on the following pages.

Certificate IV:

CERTIFICATE IV IN TOURISM (Sales and Marketing)

To gain this qualification the following must be achieved:

- **sixteen core units** *plus;*

- **two elective units**

NOTE:
The achievement of this qualification does not require the achievement of a Certificate II or III in Tourism and allows for direct entry from non-tourism pathways.

CERTIFICATE IV IN TOURISM (Team Leading)

To gain this qualification the following must be achieved:

- **fifteen core units** *plus;*

- **two elective units**

- **core and elective units for any Certificate III in Tourism**

Diploma:

There are three qualifications at Diploma level.

Please note that all Diploma qualifications share a common core.

NOTE:
For this qualification, electives selected must not be those previously counted towards a qualification at a lower level within this framework.

DIPLOMA OF TOURISM (Marketing and Product Development)

To gain this qualification the following must be achieved:

- **twenty nine core units** *plus;*
- **two elective units**

NOTE:
Achievement of this qualification does not require the achievement of a Certificate II, III or IV in Tourism and allows for direct entry from non-tourism pathways. Where entry **is** from a tourism pathway, electives selected must not be those previously counted towards a qualification at a lower level within this framework.

DIPLOMA OF TOURISM (Meetings and Events Management)

To gain this qualification the following must be achieved:

- **twenty eight core units** *plus;*
- **core and elective units for a Certificate III in Tourism (Meetings and Events)**

- **two elective units**

NOTE:
For this qualification, electives selected must not be those previously counted towards a qualification at a lower level within this framework.

DIPLOMA OF TOURISM (Operations Management)

To gain this qualification the following must be achieved:

- **twenty six core units** *plus;*
- **core and elective units for any Certificate III in Tourism**
- **two elective units**

NOTE:
For this qualification, electives selected must not be those previously counted towards a qualification at a lower level within this framework.

Advanced Diploma:

ADVANCED DIPLOMA OF TOURISM MANAGEMENT

To gain this qualification the following must be achieved:

- **twenty six core units** *plus;*
- **core and elective units for any of the 3 Diplomas of Tourism** *plus;*
- **one elective unit**

NOTE:
For this qualification, electives selected must not be those previously counted towards a qualification at a lower level within this framework.

CERTIFICATE IV IN TOURISM (SALES & MARKETING)

A **Certificate IV in Tourism (Sales & Marketing)** will comprise:

CORE UNITS	ELECTIVE UNITS
THHCOR01A Work With Colleagues & Customers THHCOR02A Work in a Socially Diverse Environment THHCOR03A Follow Health, Safety and Security Procedures THTTCO01A Develop and Update Tourism Industry Knowledge THHGGA01AA Communicate on the Telephone THHGGA02AA Perform Clerical Procedures THHGCS03AA Deal With Conflict Situations THHGCT01A Access and Retrieve Computer Data THHGCT02A Produce Documents on Computer ***Core units for Certificate IV in Tourism (Sales and Marketing):*** THHGCS04A Make Presentations THHGCS06A Plan & Implement Sales Activities THHGCS07A Coordinate Marketing Activities THHGCS08A Establish and Conduct Business Relationships THTSMA02A Create a Promotional Display/Stand THHGGA04A Prepare Business Documents THHGGA06A Plan and Manage Meetings	***A minimum of two additional units, selected from the following pool:*** **Sales and Marketing** THTSMA01A Coordinate the Production of Brochures and Marketing Materials **Planning and Product Development** THTPPD01A Create and Implement Strategic Product Development Initiatives THTPPD02A Research Tourism Data THTPPD03A Source and Package Tourism Products and Services **General Administration** THHGGA08A Plan and Establish Systems and Procedures THHGGA09A Manage Projects **Financial Administration** THHGFA02A Maintain Financial Records THHGFA03A Audit Financial Procedures THHGFA04A Prepare Financial Statements **Leadership** THHGLE01A Monitor Work Operations THHGLE02A Implement Workplace Health, Safety and Security Procedures THHGLE03A Develop and Implement Operational Plans THHGLE04A Establish and Maintain a Safe and Secure Workplace THHGLE09A Manage Workplace Diversity THHGLE11A Manage Quality Customer Service THHGLE12A Develop and Manage Marketing Strategies THHGLE13A Manage Finances Within a Budget THHGLE14A Prepare and Monitor Budgets THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance **Computer Technology** THHGCT03A Design and Develop Computer Documents, Reports and Worksheets **Training** THHGTR01A Coach Others in Job Skills THHGTR02A Train Colleagues in the Workplace THHGTR03A Prepare for Training THHGTR04A Deliver Training THHGTR05A Conduct Assessment THHGTR06A Review and Promote Training

NOTE:

The **Certificate IV in Tourism (Sales and Marketing)** is designed to reflect the role of those people who work in a variety of sales and marketing roles across all sectors of the tourism industry. Common titles may include:

➢ Sales Executive
➢ Marketing Coordinator
➢ Promotions Officer

CERTIFICATE IV IN TOURISM (TEAM LEADING)

A **Certificate IV in Tourism (Team Leading)** will comprise:

CORE UNITS		ELECTIVE UNITS
THHCOR01A	Work With Colleagues & Customers	***A minimum of two additional units, selected from the following pool :***
THHCOR02A	Work in a Socially Diverse Environment	**Sales/Office Operations, Guiding, Attractions & Theme Parks, Tour Operations**
THHCOR03A	Follow Health, Safety and Security Procedures	Any units not already achieved
THHTCO01A	Develop and Update Tourism Industry Knowledge	**Leadership**
		THHGLE03A Develop and Implement Operational Plans
THHGGA01AA	Communicate on the Telephone	THHGLE04A Establish and Maintain a Safe and Secure Workplace
THHGGA02AA	Perform Clerical Procedures	THHGLE05A Roster staff
THHGCT01A	Access and Retrieve Computer Data	THHGLE06A Monitor Staff Performance
		THHGLE07A Recruit and Select Staff
THHGCT02A	Produce Documents on Computer	THHGLE10A Mange Workplace Relations
THHGFA01A	Process Financial Transactions	THHGLE11A Manage Quality Customer Service
		THHGLE12A Develop and Manage Marketing Strategies
		General Administration
Core and elective units for any Certificate III in Tourism		THHGGA05A Plan and Manage Meetings
		THHGGA06A Control and Order Stock
		THHGGA08A Plan and Establish Systems and Procedures
Core units for Certificate IV in Tourism (Team Leading):		THHGGA09A Manage Projects
		Financial Administration
THHGTR01A	Coach Others in Job Skills	THHGFA02A Maintain Financial Records
THHGLE01A	Monitor Work Operations	THHGFA03A Audit Financial Procedures
THHGLE02A	Implement Workplace Health, Safety and Security Procedures	THHGFA04A Prepare Financial Statements
		THHGFA05A Manage Payroll Records
		Sales and Marketing
THHGLE08A	Lead and Manage People	THHGCS04A Make Presentations
THHGLE09A	Manage Workplace Diversity	THHGCS06A Plan and Implement Sales Activities
		THHGCS07A Coordinate Marketing Activities
THHGLE13A	Manage Finances Within a Budget	THHGCS08A Establish and Conduct Business Relationships
THHGGA04A	Prepare Business Documents	THTSMA01A Coordinate Production of Brochures & Marketing Materials
		THTSMA02A Create a Promotional Display/Stand
		Planning and Product Development
		THTPPD02A Research Tourism Data
		THTPPD03A Source and Package Tourism Products and Services
		THTPPD04A Plan and Implement Minimal Impact Operations
		THTPPD05A Plan and Develop Interpretive Activities
		THTPPD06A Plan & Develop Ecologically Sustainable Tourism Operations
		THTPPD07A Plan and Develop Culturally Appropriate Tourism Operations
		THTPPD08A Plan and Develop Meeting/Event Proposals and Bids
		THTPPD09A Develop Conference Programs
		THTPPD10A Develop and Implement a Sponsorship Plan
		THTPPD11A Develop & Implement Meeting Event Management Systems and Procedures
		THTPPD12A Develop Host Community Awareness of Tourism
		THTPPD13A Assess Tourism Opportunities for Local Communities
		THTPPD14A Develop and Implement Local/Regional Tourism Plan
		Training
		THHGTR02A Train Colleagues in the Workplace
		THHGTR03A Prepare for Training
		THHGTR04A Deliver Training
		THHGTR05A Conduct Assessment
		THHGTR06A Review and Promote Training

NOTE:

The **Certificate IV in Tourism (Team Leading)** is designed to reflect the role of those people who fulfil a supervisory/team leading role in any industry sector.

DIPLOMA OF TOURISM (MARKETING & PRODUCT DEVELOPMENT)

A **Diploma of Tourism (Marketing & Product Development)** will comprise:

CORE UNITS		ELECTIVE UNITS	
THHCOR01A	Work With Colleagues & Customers	*A minimum of two additional units, not previously counted towards a qualification at a lower level within this framework, selected from the following pool:*	
THHCOR02A	Work in a Socially Diverse Environment		
THHCOR03A	Follow Health, Safety and Security Procedures	**Planning and Product Development**	
THHTCO01A	Develop and Update Tourism Industry Knowledge	THTPPD04A	Plan and Implement Minimal Impact Operations
		THTPPD05A	Plan and Develop Interpretive Activities
THHGGA01A	Communicate on the Telephone	THTPPD06A	Plan & Develop Ecologically Sustainable Tourism Operations
THHGGA02A	Perform Clerical Procedures		
THHGCT01A	Access and Retrieve Computer Data	THTPPD07A	Plan and Develop Culturally Appropriate Tourism Operations
THHGCT02A	Produce Documents on Computer	THTPPD08A	Plan and Develop Meeting/Event Proposals and Bids
THHGCS03A	Deal With Conflict Situations		
		THTPPD09A	Develop Conference Programs
THHGTR01A	Coach Others in Job Skills	THTPPD10A	Develop and Implement a Sponsorship Plan
THHGLE01A	Monitor Work Operations		
THHGLE02A	Implement Workplace Health, Safety & Security Procedures	THTPPD11A	Develop and Implement Meeting/Event Management Systems
THHGLE08A	Lead & Manage People	THTPPD12A	Develop Host Community Awareness of Tourism
THHGLE09A	Manage Workplace Diversity		
THHGLE13A	Manage Finances Within a Budget	THTPPD13A	Assess Tourism Opportunities for Local Communities
THHGGA04A	Prepare Business Documents	THTPPD14A	Develop and Implement Local/Regional Tourism Plan
Core units for Diploma of Tourism:		**Leadership**	
THHGLE03A	Develop & Implement Operational Plans	THHGLE05A	Roster Staff
		THHGLE06A	Monitor Staff Performance
THHGLE04A	Establish and Maintain a Safe and Secure Workplace	THHGLE07A	Recruit and Select Staff
		THHGLE10A	Manage Workplace Relations
THHGLE14A	Prepare and Monitor Budgets	THHGLE11A	Manage Quality Customer Service
THHGLE20A	Develop & Maintain the Legal Knowledge Required for Business Compliance	THHGLE17A	Manage and Purchase Stock
		THHGLE18A	Monitor and Maintain Computer Systems
THHGGA05A	Plan and Manage Meetings	**General Administration**	
THHGCS08A	Establish & Conduct Business Relationships	THHGGA08A	Plan and Establish Systems and Procedures
		THHGGA09A	Manage Projects
Core units for Marketing and Product Development:		**Sales and Marketing**	
		THHHGCS06A	Plan and Implement Sales Activities
THTPPD01A	Create and Implement Strategic Product Development Initiatives	THTSMA02A	Create a Promotional Display/Stand
		Financial Administration	
THTPPD02A	Research Tourism Data	THHGFA03A	Audit Financial Procedures
THTPPD03A	Source and Package Tourism Products and Services	THHGFA04A	Prepare Financial Statements
		THHGFA05A	Manage Payroll Records
THHGCS07AA	Coordinate Marketing Activities	**Computer Technology**	
THTSMA01AA	Co ordinate the Production of Brochures and Marketing Materials	THHGCT03A	Design & Develop Computer Documents, Reports & Worksheets
		Training	
THHGLE12A	Develop & Manage Marketing Strategies	THHGTR02A	Train Colleagues in the Workplace
		THHGTR03A	Prepare for Training
THHGCS04A	Make Presentations	THHGTR04A	Deliver Training
		THHGTR05A	Conduct Assessment
		THHGTR06A	Review and Promote Training

NOTE:

The **Diploma of Tourism (Marketing & Product Development)** is designed to reflect the role of the many tourism industry personnel involved in the planning and marketing of tourism products and services. Common titles may include: Product Manager, Marketing Manager, Tourism Manager.

DIPLOMA OF TOURISM (MEETINGS AND EVENTS MANAGEMENT)

A **Diploma of Tourism (Meetings and Events Management)** will comprise:

CORE UNITS	ELECTIVE UNITS
THHCOR01A Work With Colleagues & Customers THHCOR02A Work in a Socially Diverse Environment THHCOR03A Follow Health, Safety and Security Procedures THTTCO01A Develop and Update Tourism Industry Knowledge THHGGA01A Communicate on the Telephone THHGGA02A Perform Clerical Procedures THHGCT01A Access & Retrieve Computer Data THHGCT02A Produce Documents on Computer THHGFA01A Process Financial Transactions THHGCS03A Deal With Conflict Situations ***Core and elective units for a Certificate III in Tourism (Meetings and Events)*** ***Core units for Cert. IV Tourism (Team Leading):*** THHGTR01A Coach Others in Job Skills THHGLE01A Monitor Work Operations THHGLE02A Implement Workplace Health, Safety and Security Procedures THHGLE08A Lead & Manage People THHGLE09A Manage Workplace Diversity THHGLE13A Manage Finances Within a Budget THHGGA04A Prepare Business Documents ***Core units for Diploma of Tourism:*** THHGLE03A Develop & Implement Operational Plans THHGLE04A Establish and Maintain a Safe and Secure Workplace THHGLE14A Prepare and Monitor Budgets THHGLE20A Develop & Maintain Legal Knowledge Required for Business Compliance THHGGA05A Plan and Manage Meetings THHGCSO8A Establish & Conduct Business Relationships ***Core units for Meetings & Events Management:*** THTPPD08A Plan & Develop Meeting/Event Proposals & Bids THTPPD09A Develop Conference Programs THTPPD11A Develop & Implement Meeting Event Management Systems & Procedures THHGGA09A Manage Projects THTFME02A Provide On Site Meeting/Event Management Services THHGLE12A Develop & Manage Marketing Strategies	***A minimum of two additional units, not previously counted towards a qualification at a lower level within this framework, selected from the following pool:*** **Planning and Product Development:** THTPPD03A Source and Package Tourism Products and Services THTPPD10A Develop and Implement Sponsorship Plans THHGCSO4A Make Presentations THHGCSO6A Plan and Implement Sales Activities THHGCSO7A Coordinate Marketing Activities THTSMA01A Coordinate the Production of Brochures and Marketing Materials THTSMA02A Create a Promotional Display/Stand **Leadership** THHGLE05A Roster Staff THHGLE06A Monitor Staff Performance THHGLE07A Recruit and Select Staff THHGLE10A Manage Workplace Relations THHGLE11A Manage Quality Customer Service THHGLE17A Manage and Purchase Stock THHGLE18A Monitor and Maintain Computer Systems **Sales and Marketing** THHGCS04A Make Presentations THHGCS06A Plan and Implement Sales Activities THHGCS07A Coordinate Marketing Activities THTSMA02A Create a Promotional Display/Stand **Financial Administration** THHGFA03A Audit Financial Procedures THHGFA04A Prepare Financial Statements THHGFA05A Manage Payroll Records **Computer Technology** THHGCT03A Design & Develop Computer Documents, Reports & Worksheets **Training** THHGTR02A Train Colleagues in the Workplace THHGTR03A Prepare for Training THHGTR04A Deliver Training THHGTR05A Conduct Assessment THHGTR06A Review and Promote Training **Entertainment Industry Standards - units covering event management** (Developed by Cultural Research Education and Training Enterprise Australia). Electives selected must be appropriate to the level of the AQF qualification. **Live Theatre Technology Standards** (Developed by Cultural Research Education and Training Enterprise Australia Electives selected must be appropriate to the level of the AQF qualification.

NOTE:
The **Diploma of Tourism (Meetings & Events Management**) is designed to reflect the role of the professional meetings manager who is responsible for all aspects of meeting and event management.

DIPLOMA OF TOURISM (OPERATIONS MANAGEMENT)

A **Diploma of Tourism (Operations Management)** will comprise:

CORE UNITS	ELECTIVE UNITS
THHCOR01A Work With Colleagues & Customers THHCOR02A Work in a Socially Diverse Environment THHCOR03A Follow Health, Safety and Security Procedures THTTCO01A Develop and Update Tourism Industry Knowledge THHGGA01A Communicate on the Telephone THHGGA02A Perform Clerical Procedures THHGCT01A Access and Retrieve Computer Data THHGCT02A Produce Documents on Computer THHGFA01A Process Financial Transactions THHGCS03A Deal With Conflict Situations ***Core and elective units for any Certificate III in Tourism*** ***Core units for Cert. IV Tourism (Team Leading):*** THHGTR01A Coach Others in Job Skills THHGLE01A Monitor Work Operations THHGLE02A Implement Workplace Health, Safety and Security Procedures THHGLE08A Lead & Manage People THHGLE09A Manage Workplace Diversity THHGLE13A Manage Finances Within a Budget THHGGA04A Prepare Business Documents ***Core units for Diploma of Tourism:*** THHGLE03A Develop & Implement Operational Plans THHGLE04A Establish and Maintain a Safe and Secure Workplace THHGLE14A Prepare and Monitor Budgets THHGLE20A Develop and Maintain the Legal Knowledge Required for Business Compliance THHGGA05A Plan and Manage Meetings THHGCSO8A Establish & Conduct Business Relationships ***Core units for Operations Management:*** THHGLE05A Roster Staff THHGLE10A Manage Workplace Relations THHGGA08A Plan and Establish Systems and Procedures THHGGA09A Manage Projects	***A minimum of two additional units, not previously counted towards a qualification at a lower level within this framework, selected from the following pool:*** **Sales/Office Operations, Guiding, Attractions & Theme Parks, Tour Operations** Any units not already achieved, **plus:** **Leadership** THHGLE06A Monitor Staff Performance THHGLE07A Recruit and Select Staff THHGLE11A Manage Quality Customer Service THHGLE12A Develop and Manage Marketing Strategies THHGLE17A Manage and Purchase Stock THHGLE18A Monitor and Maintain Computer Systems **Sales and Marketing** THHGCSO4A Make Presentations THHGCSO6A Plan and Implement Sales Activities THTSMA01A Coordinate Production of Brochures & Marketing Materials THTSMA02A Create a Promotional Display/Stand **Financial Administration** THHGFA03A Audit Financial Procedures THHGFA04A Prepare Financial Statements THHGFA05A Manage Payroll Records **Computer Technology** THHGCT03A Design and Develop Computer Documents, Reports and Worksheets **Planning and Product Development** THTPPD01A Create & Implement Strategic Product Development Initiatives THTPPD02A Research Tourism Data THTPPD03A Source & Package Tourism Products and Services THTPPD04A Plan and Implement Minimal Impact Operations THTPPD05A Plan and Develop Interpretive Activities THTPPD06A Plan and Develop Ecologically Sustainable Tourism Operations THTPPD07A Plan and Develop Culturally Appropriate Tourism Operations THTPPD08A Plan & Develop Meeting/Event Proposals & Bids THTPPD10A Develop and Implement Sponsorship Plans THTPPD11A Develop and Implement Meeting/Event Management Systems THTPPD12A Develop Host Community Awareness of Tourism THTPPD13A Assess Tourism Opportunities for Local Communities THTPPD14A Develop & Implement Local/Regional Tourism Plan **Training** THHGTR02A Train Colleagues in the Workplace THHGTR03A Prepare for Training THHGTR04A Deliver Training THHGTR05A Conduct Assessment THHGTR06A Review and Promote Training

NOTE:

The **Diploma of Tourism (Operations Management)** is designed to reflect the role of the Manager in all industry sectors. Common titles may include: Retail Agency Manager/Branch Manager, Operations Manager, Tourism Manager.

ADVANCED DIPLOMA OF TOURISM MANAGEMENT

An **Advanced Diploma of Tourism Management** will comprise:

CORE UNITS		ELECTIVE UNITS	
THHCOR01A	Work With Colleagues & Customers	*A minimum of one additional unit, not previously counted towards a qualification at a lower level within this framework, selected from the following pool:*	
THHCOR02A	Work in a Socially Diverse Environment	**Leadership**	
THHCOR03A	Follow Health, Safety and Security Procedures	THHGLE05A	Roster Staff
THHTCO01A	Develop and Update Tourism Industry Knowledge	THHGLE06A	Monitor Staff Performance
		THHGLE07A	Recruit and Select Staff
		THHGLE10A	Manage Workplace Relations
THHGGA01A	Communicate on the Telephone	THHGLE11A	Manage Quality Customer Service
THHGGA02A	Perform Clerical Procedures	THHGLE12A	Develop and Manage Marketing Strategies
		THHGLE17A	Manage and Purchase Stock
THHGCT01A	Access and Retrieve Computer Data	THHGLE18A	Monitor and Maintain Computer Systems
THHGCT02A	Produce Documents on Computer	THHGLE21A	Provide Mentoring Support to Business Colleagues
THHGCS03A	Deal With Conflict Situations	**Planning and Product Development**	
THHGTR01A	Coach Others in Job Skills	THTPPD01A	Create & Implement Strategic Product Development Initiatives
THHGLE01A	Monitor Work Operations	THTPPD02A	Research Tourism Data
THHGLE02A	Implement Workplace Health, Safety and Security Procedures	THTPPD03A	Source & Package Tourism Products & Services
		THTPPD04A	Plan and Implement Minimal Impact Operations
THHGLE08A	Lead & Manage People	THTPPD05A	Plan and Develop Interpretive Activities
THHGLE09A	Manage Workplace Diversity	THTPPD06A	Plan & Develop Ecologically Sustainable Tourism Operations
THHGLE13A	Manage Finances Within a Budget	THTPPD07A	Plan & Develop Culturally Appropriate Tourism Operations
THHGGA04A	Prepare Business Documents	THTPPD08A	Plan & Develop Meeting/Event Proposals & Bids
		THTPPD09A	Develop Conference Programs
THHGLE03A	Develop and Implement Operational Plans	THTPPD10A	Develop and Implement a Sponsorship Plan
		THTPPD11A	Develop & Implement Meeting/Event Management Systems
THHGLE04A	Establish and Maintain a Safe and Secure Workplace	THTPPD12A	Develop Host Community Awareness of Tourism
		THTPPD13A	Assess Tourism Opportunities for Local Communities
THHGLE14A	Prepare and Monitor Budgets	THTPPD14A	Develop & Implement Local/Regional Tourism Plan
THHGLE20A	Develop and Maintain the Legal Knowledge Required for Business Compliance	**General Administration**	
		THHGGA08A	Plan and Establish Systems and Procedures
THHGGA05A	Plan and Manage Meetings	THHGGA09A	Manage Projects
THHGCSO8A	Establish & Conduct Business Relationship	**Sales and Marketing**	
		THTSMA01A	Coordinate the Production of Brochures and Marketing Materials
Core and elective units for any Diploma of Tourism		THHGCS04A	Make Presentations
Core units for Advanced Diploma of Tourism Management:		THHGCS06A	Plan and Implement Sales Activities
		THHGCS07A	Coordinate Marketing Activities
		THTSMA02A	Create a Promotional Display/Stand
THHGFA04A	Prepare Financial Statements	**Financial Administration**	
		THHGFA03A	Audit Financial Procedures
THHGLE15A	Manage Financial Operations	THHGFA05A	Manage Payroll Records
		Computer Technology	
THHGLE16A	Manage Physical Assets	THHGCT03A	Design & Develop Computer Documents, Reports & Worksheets
THHGLE19A	Develop and Implement a Business Plan	**Training**	
		THHGTR02A	Train Colleagues in the Workplace
		THHGTR03A	Prepare for Training
		THHGTR04A	Deliver Training
		THHGTR05A	Conduct Assessment
		THHGTR06A	Review and Promote Training

NOTE:

The **Advanced Diploma of Tourism Management** is designed to reflect the role of a senior or general manager in any sector of the tourism industry.

ASSESSMENT GUIDELINES

ASSESSMENT GUIDELINES

ASSESSMENT SYSTEM OVERVIEW

ASSESSMENT PRINCIPLES ADOPTED BY VOCATIONAL EDUCATION & TRAINING MINISTERS

This document recognises and complies with the eleven assessment principles endorsed by the Ministers:

1. Endorsed industry /enterprise standards form the basis of qualifications in the vocational education and training sector, where they exist.

2. Endorsed industry /enterprise standards are the benchmarks for assessment, where they exist.

3. Assessment conducted for the purposes of national recognition should lead to a part or full qualification under the Australian Qualifications Framework.

4. Assessment should be undertaken by, or auspiced through, a registered provider.

5. Assessment for National recognition purposes shall be conducted within a quality assurance framework.

6. Responsibility for assessment resides with the body that issues the qualification under the Australian Qualifications Framework.

7. Assessment processes shall be valid, reliable, flexible and fair.

8. Assessment systems must incorporate mechanisms for recording, storing and accessing assessment outcomes.

9. Assessment reporting systems should incorporate the units of competency that the individual has attained.

10. Assessment reporting systems should incorporate ongoing monitoring and review processes.

11. Assessment processes shall provide for the recognition of current competencies regardless of where these have been acquired.

BENCHMARKS FOR ASSESSMENT

The benchmarks for assessment in The Tourism Industry Training Package are:

The Tourism Industry National Competency Standards

These competency standards have been nationally endorsed by the Tourism Industry and by the Australian National Training Authority (ANTA). The standards form the benchmarks in all sectors of the industry whether achieved through a training and assessment pathway or an assessment only pathway. This assessment system described in this document applies to the full range of Tourism competency standards.

The Tourism Industry has several major sectors which are commonly identified as:

- ➢ Attractions and Theme Parks
- ➢ Guiding
- ➢ Meetings and Events
- ➢ Retail Travel
- ➢ Tour Operations
- ➢ Tour Wholesaling
- ➢ Visitor Information Services

A commonality of skills and career patting exists across sectors. These common skill areas appear at operational, supervisory and managerial level. In addition, some commonality of skills exists between the Tourism and Hospitality Industry. For ease of use the competency standards have been organised into the following structure:

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

TOURISM CORE
Competencies required by all people working in the Tourism Industry.

TOURISM FUNCTIONAL AREAS
Competencies required in functional areas of the Tourism Industry,
selected according to the needs of a particular job.

PLANNING & PRODUCT DEVELOPMENT	SALES & MARKETING	SALES & OFFICE OPERATIONS	FIELD OPERATIONS

GENERAL UNITS
Competencies required by some people across all Tourism Industry sectors,
selected according to the needs of a particular job

CUSTOMER SERVICE	HYGIENE, HEALTH, SAFETY & SECURITY	GENERAL ADMIN.	FINANCIAL ADMIN	COMPUTER TECHNOLOGY	TECHNICAL & MAINTENANCE SERVICES	MERCHANDISE SALES	TRAINING	LEADERSHIP

ROLE OF REGISTERED TRAINING ORGANISATIONS

Assessment for national recognition purposes in the Tourism Industry is undertaken by, or auspiced through a Registered Training Organisation. It is conducted under the quality assurance arrangements approved by the State or Territory Recognition Authorities. An industry based quality assurance system operated by the Australian Tourism Training Review Panel (ATTRP) has existed since 1986. This industry based system has, in most States and Territories, a direct link with the Recognition Authorities via the local Industry Training Advisory Body (ITAB). It is the expectation of the Tourism Industry that this link be maintained so that any Quality Assurance arrangements should involve the Australian Tourism Training Review Panel.

A Registered Training Organisation may be a public or private training provider or an enterprise within the industry. A Registered Training Organisation may provide both on and off the job training and/or assessment for the Tourism Industry. The role of the Registered Training Organisation is to:

➢ Conduct and/or validate assessments against the performance criteria, range of variables and evidence guides set by the endorsed Tourism Industry National Competency Standards.

➢ Supply assessors who meet the qualification requirements as established by the Tourism Industry.

➢ Ensure that the Tourism Industry Assessment Guidelines are used as a basis for assessment processes and procedures.

➢ Develop and maintain quality assurance mechanisms to ensure assessment is fair, reliable, valid and flexible to provide outcomes consistent with the State/Territory Recognition Authorities' requirements and the National Competency Standards for Assessment.

➢ Implement an appeals process consistent with the State/Territory Recognition Authorities' requirements.

➢ Maintain secure records of assessment outcomes or arrange a reliable outsourced record keeping process.

➢ Provide access to the recording system for reporting and replacement of personal records of assessment on an ongoing basis.

➢ Issue the AQF qualification or Statement of Attainment.

Assessments for national recognition purposes in the Tourism Industry should be mutually recognised. All Registered Training Organisations throughout Australia must ensure that they recognise and offer credit for the assessment outcomes of all other Registered Training Organisations. This is regardless of whether assessment was conducted through a training and assessment pathway or an assessment only pathway.

PARTNERSHIP ARRANGEMENTS

The two broad types of assessment systems in the Tourism Industry are:

> ➢ The training and assessment system managed entirely by the Registered Training Organisation.
> ➢ The training and assessment system managed by a partnership arrangements between a Tourism enterprise and Registered Training Organisation.

The options outlined in the following table are available for partnerships between the Registered Training Organisations and enterprise:

PROVISION OF TRAINING	PROVISION OF ASSESSMENT	QUALIFICATION ISSUED BY
Training is provision is shared: The Registered Training Organisation provides off-the-job training using qualified trainers On-the-job training is provided by the enterprise.	The Registered Training Organisation uses qualified assessors to provide assessment entirely off-the-job or combines on and off-the-job assessment. Any off-the-job assessment will take place **in a closely simulated workplace situation.** Where training is provided on-the-job, followed by assessment off-the-job, assessment will be supported by a portfolio of evidence which demonstrates satisfactory workplace performance and supporting evidence of competence from the employer.	The Registered Training Organisation issues the Statement of Attainment or Qualification.

All training is provided by the enterprise on-the-job.	A Registered Training Organisation provides an ''assessment only'' service entirely on-the-job, entirely off-the-job, or combines on and off the job assessment. Any off-the-job assessment will take place **in a closely simulated workplace situation.** Off-the-job assessment will be supported by a portfolio of evidence which demonstrates satisfactory workplace performance and supporting evidence of competence from the employer.	The Registered Training Organisation issues the Statement of Attainment or Qualification.
Competence is acquired on-the-job through various pathways.	Qualified assessors provide assessment services on-the-job.	The assessment services provide a Statement of Attainment under delegated authority and the registered Training Organisation issues the qualification.

Options for assessment partnerships in the Tourism Industry.

ASSESSMENT PATHWAYS

Assessment of an individual's competence against the Tourism Industry National Competency Standards should lead to the issuance of a qualification or Statement of Attainment under the guidelines of the Australian Qualifications Framework (AQF).

As part of the development of the Tourism Training package, the Tourism Industry has devised and endorsed flexible frameworks for combining individual units of competence into packages of skills which allow for the huge variety of different work situations in the Tourism Industry.
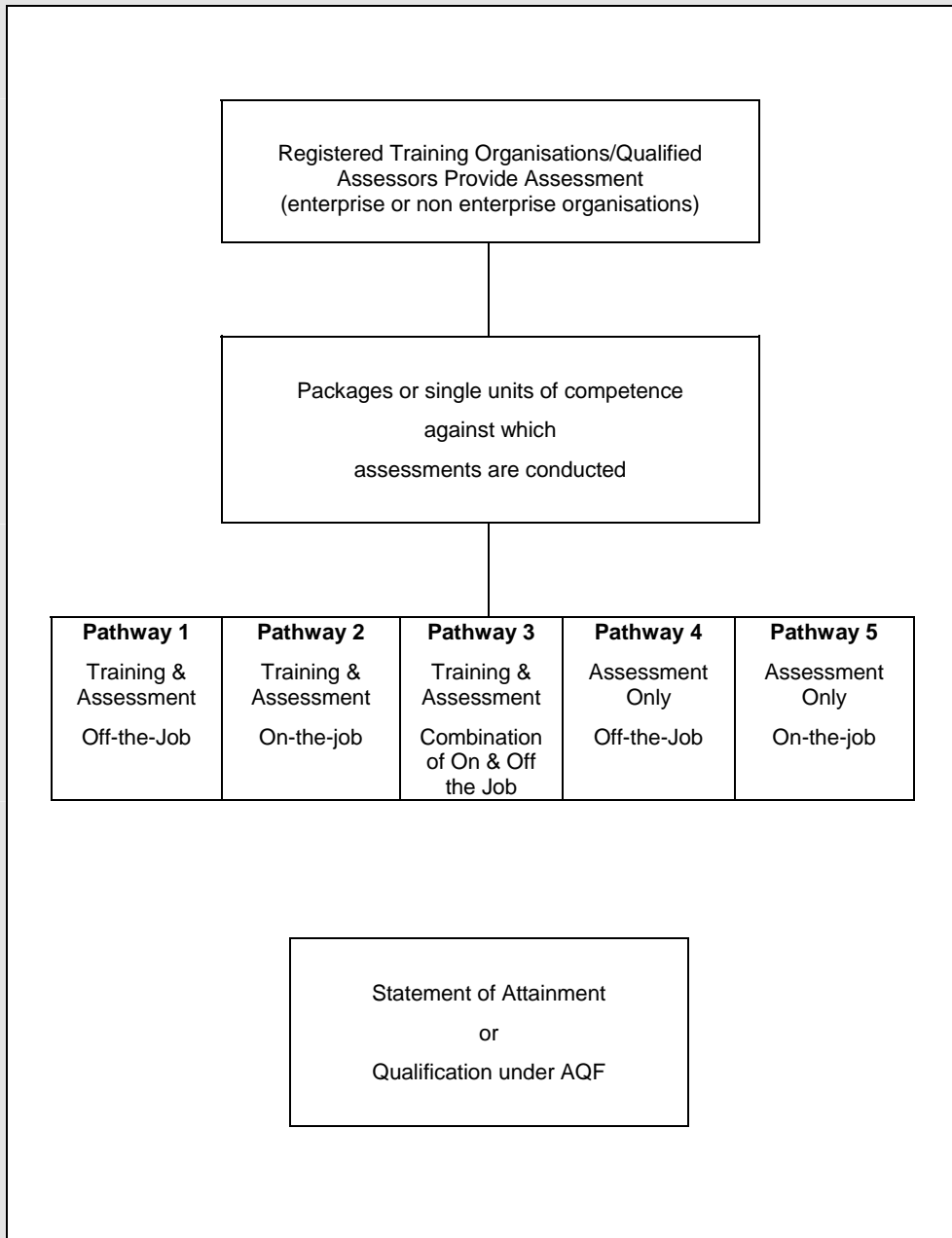
The qualification frameworks for the Tourism Industry are detailed within these guidelines.

By adopting a flexible approach the acquisition of skills by any means can be recognised. The Tourism Industry recognises that there are a number of assessment pathways which can lead to recognition of competencies and the issuing of a Tourism qualification. They are:

1. A **training and assessment** pathway undertaken entirely **off- the-job**	***Off-the-job assessment will take place*** *in a closely simulated workplace situation* ***and will include an integrated skills assessment. Portfolios of evidence related to workplace experience may be appropriate,***
2. A **training and assessment** pathway undertaken entirely **on-the-job**	***This pathway is particularly suitable for those undertaking formal traineeships under New Apprenticeship arrangements.***
3. A **training and assessment** pathway combining **on and off the job** components	*This pathway is suitable for any trainee but is particularly beneficial to those undertaking formal traineeships under New Apprenticeship arrangements.* ***In the case of New Apprenticeships*** *where training is provided on-the-job followed by assessment off-the-job, assessment will be supported by a portfolio of evidence which demonstrates satisfactory workplace performance and supporting evidence of competence from the employer.*
4. An **assessment only** pathway entirely **off- the-job**	***This pathway is only suitable for those who have considerable industry experience but who hold no formal qualification.***
5. An **assessment only** pathway entirely **on- the-job**	***This pathway is only suitable for those who have considerable industry experience but who hold no formal qualification.***

*A*SSESSMENT *P*ATHWAYS FOR THE *T*OURISM *I*NDUSTRY

Quality Assurance Framework
Incorporating Quality Assurance Requirements of State & Territory Recognition Authorities

Registered Training Organisations/Qualified
Assessors Provide Assessment
(enterprise or non enterprise organisations)

Packages or single units of competence

against which

assessments are conducted

Pathway 1	Pathway 2	Pathway 3	Pathway 4	Pathway 5
Training & Assessment	Training & Assessment	Training & Assessment	Assessment Only	Assessment Only
Off-the-Job	On-the-job	Combination of On & Off the Job	Off-the-Job	On-the-job

Statement of Attainment

or

Qualification under AQF

Flexible Assessment Pathways Leading to a Tourism Qualification.

RECOGNITION OF PRIOR LEARNING - RECOGNITION OF CURRENT COMPETENCE

The Tourism Industry recognises that competencies can be achieved in a number of ways:

> ➢ through formal or informal training
> ➢ through work experience
> ➢ through general life experience
> ➢ through any combination of the above experiences.

All assessment pathways must incorporate the recognition of prior learning (RPL) which allows competencies currently held by individuals to be formally benchmarked against the Tourism Industry National Competency Standards. In this process the assessed current competencies of individuals should be recognised regardless of how, when or where they were achieved. The flexible assessment pathways described in this document will facilitate Recognition Prior Learning (RPL).

RECORDING ASSESSMENT OUTCOMES

The recording, storing, retrieval and accessibility of all competency standard assessment outcomes will be the responsibility of the Registered Training Organisation (RTO) (or organisation with delegated authority) which issues the qualification or Statement of Attainment. This applies to all types of RTOs including:

> ➢ public training organisations
> ➢ private training organisations
> ➢ enterprises within the industry
> ➢ partnerships of one (1) of these RTOs with other workplace assessment approaches, such as the ACCESS Program.

This responsibility applies to all types of assessments undertaken in any environment.

The Registered Training Organisation has the option of outsourcing the responsibility for recording, storing and maintaining the outcomes of assessments, provided it meets the quality assurance requirements of the State or Territory Recognition Authorities.

The provider registration requirements of the State or Territory Recognition Authorities should ensure that mechanisms for these procedures are in place.

REPORTING ASSESSMENT OUTCOMES

Qualifications and Statements of Attainment issued under the Australian Qualifications Framework (AQF) must indicate the units of competence achieved. These should be listed on the qualification and, for the Tourism Industry, must include:

➢ The Unit Code
➢ The Unit Title

An AQF qualification will be issued by an RTO once the full package of competencies specified for the AQF qualification has been achieved.

If trainees leave the training before completing the full package of competencies required to attain the AQF qualification, they will receive Statements of Attainment for Units of Competency achieved.

The above mentioned reporting mechanisms apply to all types of tourism assessment undertaken in any environment.

QUALITY ASSURANCE MECHANISMS

The Hospitality Industry expects that any Registered Training Organisation involved in the assessment of Hospitality competencies will develop and maintain a quality assurance framework for assessment. All quality assurance mechanisms should align with the requirements for provider registration and other quality arrangements approved by State/Territory Recognition Authorities. The industry has mechanisms available (ie. Australian Tourism Training Review Panel) to assist RTOs in maintaining quality assurance.

The use of these industry-endorsed Assessment Guidelines will underpin any quality assurance framework.

REVIEW AND MAINTENANCE OF THE TOURISM INDUSTRY ASSESSMENT SYSTEM

Tourism Training Australia is responsible on behalf of the industry for the ongoing monitoring and review of the Tourism Industry Assessment system, detailed in this document. This will be incorporated in the review and maintenance of the Tourism Industry Training Package.

Any review will ensure that the Tourism Industry Assessment Guidelines:

➢ continue to meet the requirements of the industry

➢ ensure that industry, employers, enterprises, unions, employees, trainees, assessors and trainers have confidence in the system and the assessment outcomes

➢ ensure assessment outcomes which are valid, fair, reliable and credible

➢ support RTOs to effectively carry out their responsibilities.

ASSESSOR QUALIFICATIONS

Assessment against the competencies in the Training Package will be carried out in accordance with these endorsed guidelines. These guidelines include the necessary qualifications for those conducting assessments and provide for those situations where more than one person may contribute to the assessment and where the required technical and assessment competencies may not be held by any one person.

Assessment of the Tourism Industry National Competency standards must be undertaken by those meeting the industry's qualification requirements for assessors. There are four Tourism Industry qualification requirements for assessors:

1. Qualified assessors will have achieved the National Competency Standards for Assessment, or equivalent standards, ie.

➢ *Conduct Assessment in Accordance With an Established Assessment Procedure*

and

➢ *Plan and Review Assessment*

or

The equivalent National Workplace Trainer Category Two Competency Standard:
Unit 3: *Conduct Assessment*

or

The equivalent Tourism Industry National Competency Standard:
THHGTR05A Conduct Assessment

Competence in the above mentioned assessment standards can be achieved by:

➢ Completing a recognised training program in Assessment

or

➢ Undertaking assessment of current assessment competencies through a formal recognition of prior learning (RPL) process.

In addition, to assess the Tourism Industry National Competency Standards, the following three requirements must be demonstrated by assessors:

2. Current competence in the Tourism Industry National Competency Standards which they are assessing, demonstrated within the industry. (Ideally, this would be demonstrated by 3 years' recent, relevant industry experience and include;

- work experience in more than one enterprise
- supervisory and/or management experience

3. Familiarity with current industry practices for the sector and job, within which the performance is being assessed

4. Understanding of the role of Tourism Industry National Competency Standards, and their use as benchmarks for assessment within the context and culture of the enterprise/industry

USING QUALIFIED ASSESSORS

There is a range of options for the use of qualified assessors in the Tourism Industry. The alternatives allow assessments to be conducted by an individual, partnership or team in order to meet enterprise specific needs whilst still meeting the industry's qualification requirements for assessors. The range of options may include the use of:

- an assessor who meets ***all four*** of the Tourism Industry's assessor qualification requirements (as detailed in the previous section of this document)

- an assessor who meets the other requirements but who is not competent in the area being assessed. Assessment would be achieved in partnership with another person who is competent in and who can advise on the relevant vocational competencies, at least to the level being assessed (subject expert)

- an assessment panel whose members, between them, meet all the Tourism Industry's qualification requirements for assessors.

PROFESSIONAL DEVELOPMENT FOR ASSESSORS

The professional development of Tourism Industry assessors is the responsibility of Registered Training Organisations. Any changes to the Tourism Industry National Competency Standards or the National Competency Standards for Assessment, will have implications for assessors. Relevant professional development must be undertaken as soon as possible after the implementation of the changes.

Tourism Training Australia and its network of State and Territory offices will endeavour to work closely with Registered Training Organisations to ensure that assessors are informed of any changes t o competency standards and the assessment system.

GUIDELINES FOR DESIGNING ASSESSMENT MATERIALS

GUIDING PRINCIPLES FOR DEVELOPING ASSESSMENT MATERIALS

The guidelines for designing assessment materials are based on the following principles, methods and general format for assessing competence:

➢ the purpose of assessment is to establish whether the participant has achieved the required level of competence as described in the Tourism Industry National Competency Standards.

➢ the assessment involves making a judgement of the participant's competence based on:
  - assessment criteria outlined in the competency standards
  - sufficient evidence of the participant's performance over a period of time
  - the key principles of validity, reliability, fairness and flexibility.

➢ the criteria for assessment is holistic. That is, it integrates knowledge, skills and understanding in the "whole of work" situations. The criteria for a particular unit is also cross-referenced to other units so that assessment is co-ordinated and duplication is minimised.

➢ an integrated approach to assessment includes a combination of:
  - Task skills - the requirement to perform individual tasks
  - Task management skills - the requirement to manage a number of different tasks within the job
  - Contingency Management skills - the requirement to respond to irregularities and breakdowns in routine
  - Job/role environment skills - the requirement to deal with the responsibilities and expectation of the work environment including working with others.

➢ assessment conditions should be or simulate the contemporary, authentic workplace situation.

➢ assessment methods should gather appropriate evidence for the competency being assessed.

➢ assessment methods are equitable to all groups of participants.

When designing assessment materials, there should be a table of specifications made out for each unit of competence, identifying the possible forms of evidence which best suits each unit of competence. Units of competence may be combined for training and assessment purposes and advice on this is provided, where particularly relevant, within the standards. The table of specifications should identify which evidence would suit each unit of competence or part thereof:

Elements & Performance Criteria	Suitable Forms of Evidence

ASSESSMENT AND EVIDENCE GATHERING METHODS

The following range of assessment and evidence gathering methods could be used to develop assessment materials for the Tourism Industry.

DEMONSTRATION / SIMULATION		
• Candidates may be observed directly or by indirect means such as video.		
ASSESSMENT TECHNIQUE	**DESCRIPTION**	**APPLICATION EXAMPLES**
Practical Demonstration	Demonstrates capabilities via steps and/or processes to produce a product or a work sample.	Prepare a staff roster. Prepare an itinerary. Deliver a tour commentary.
Practical Experience	Participant fulfils certain criteria as called for in the Unit of competence. Demonstrates job specific skills.	Supervise staff performance and provide performance feedback. Co-ordinate with other departments.
Practical Demonstration in simulated work condition.	Participant is required to fulfil certain criteria as called for in the unit of competence but in a simulated work condition.	Perform functional skills using equipment in a simulated environment.
Problem-Solving	Implement problem-solving techniques to analyse a product or process for errors or problems.	Identify why a bank reconciliation does not balance. Identify the disparity in stock take, report variance.

DOCUMENTATION FORMAT		
ASSESSMENT TECHNIQUE	**DESCRIPTION**	**APPLICATION EXAMPLES**
Documents / Portfolios	Documentation of prior experience (RPL) or learning as it is taking place. Evidence must be authenticated by the assessor.	Documentation can include: • certificates • letters of reference • verbal referees • course information • log books or diaries • reports • newsletters • minutes • correspondence • financial records.

Critical Incident	Identifies situations which need to be resolved and assessment is made on how skills could be used to overcome problems.	Solutions to: • breakdown of machinery • stock lines held up or out of stock • project behind schedule due to staff absenteeism.
Journal	A journal of competence development and skills acquired.	Journal recordings reflect skills as they are accomplished.

VISUAL FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Oral Presentation	Demonstration of capabilities in a given topic. Time is given for research. The participant presents arguments or evidence to the assessor.	Preparation and presentation of a sales presentation is used to assess self-confidence and verbal communication skills.
Presentation to Assessor and/or Audience	Demonstration of capabilities in a given topic. Time is given for research. The participant presents arguments or evidence to the assessor in the presence of a group, such as a meeting etc.	Meetings, presentations etc.

AUDIO VISUAL FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Interview	Demonstration of capabilities in an interview situation, this may be conducted as a one-to-one or in a panel situation. This type of interview is normally highly structured and uses a range of questioning techniques.	Allows interaction: open, closed, hypothetical questioning techniques. Interview may be used to gather information on participant processes or skills.
Video	Demonstration of job specific skills in a video format. The video performance is analysed by the assessor.	Meetings, recording for assessment, due to absence of assessor.
Visual / Oral Slide / Tapes	Presentation of photographs and audio tapes.	Skills performed on equipment which is generally inaccessible.

PROJECT FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES

Case Study	Response to a situation which is presented by the assessor. Used to ascertain the participant's problem-solving techniques, background knowledge.	Problem-solving techniques. Case study on handling customer complaints. Case study on interpersonal issues and staff grievances.
Project	Demonstration of skills in the production of a project assignment.	Prepare a Business Plan with two-year cash flow projections and-budgets.

GROUP FORMAT		
ASSESSMENT TECHNIQUE	DESCRIPTION	APPLICATION EXAMPLES
Group Project	A group demonstration. The result product or work sample should be the product of the contributions of all the members of the group.	Plan a promotional event. Prepare a work plan. Assessor can observe interaction, leadership, planning capabilities of each candidate.
Group Discussions	Participants may select or be assigned a topic for discussion. The topic should require analysis and problem-solving.	Assessor may observe participant in a group situation, identifying leadership skills and interpersonal interaction.
All round Assessment 360 degrees	Participant and the assessor plan how to call for feedback on the capabilities and competencies of participant - from peers, supervisors and people who may be supervised by the participant.	Questionnaire relating to duties. Meetings with supervisors and subordinates. Peers comments in a logbook. This type of assessment works well in conjunction with self-assessment. All participants should be fully briefed on the competencies which are being assessed.

GUIDELINES FOR CONDUCTING ASSESSMENTS

PRINCIPLES FOR CONDUCTING ASSESSMENTS

Qualified assessors will have achieved competence in the National Workplace Assessment Competency Standards, or equivalent. The Tourism Industry must assume that qualified assessors understand the process for conducting assessments as detailed in those standards.

Assessment should be based on the following principles:

➢ *assessors must ensure that the assessment is consistent with the principles of validity, equity, authenticity and sufficiency*

➢ *the person to be assessed must understand:*
  - *what is to be assessed*
  - *how it is to be assessed*
  - *where and when the assessment is to occur*

➢ *the person being assessed must be aware of:*
  - *their options for re-assessment*
  - *the assessment appeals process*

➢ *assessors must provide feedback to the person being assessed, identify any missing evidence of competence and provide advice on how to overcome the skills gap*

➢ *assessors must record the outcome of the assessment:*
  - *on a document for the person being assessed …*and
  - *on the Registered Training Organisation's documentation.*

SIX STAGE ASSESSMENT MODEL

This is a six stage model which can act as a guide to conducting assessments in the Tourism Industry. These stages apply to all assessments - whether an on-the-job or in a closely-simulated situation. Each stage contains steps and guidelines which underpin the successful completion of each stage. These are:

Stage 1:   **Plan the Assessment**

➢ establish the assessment criteria from the Tourism competency standards

➢ develop an assessment specification sheet:
  - organise the elements and competency standards in a table
  - work out whether you need to assess the process or the product
  - determine the forms of evidence that need to be collected
  - ensure evidence is sufficient, valid and reliable.

➢ identify underpinning knowledge and any critical elements such as safety

➢ develop the assessment tools eg. observation guides, interview questions, tests.

➢ ensure the assessment logistics are appropriate:
  - joint assessments utilise industry professionals of appropriate standing and they are adequately briefed on what assessment is
  - group assessments are carried out with appropriate arrangements in place ie. the period of assessment is adequate to make a valid judgement and the group size is not too large.

Stage 2:   **Prepare the Participant**

➢ explain the purpose, criteria and methods of collecting evidence for the assessment to the participant well before the assessment

➢ negotiate collection of evidence with the participant

➢ determine with the participant whether any reasonable adjustments are necessary

➢ explain the purpose, criteria and methods for the assessment

➢ seek feedback regarding the participant's understanding of the assessment procedure

➢ use appropriate communication skills when preparing the participant.

Stage 3: **Carry Out the Assessment**

➢ use a fair, appropriate, non-threatening assessment environment

➢ conduct the assessment (ensuring validity, reliability, fairness, flexibility, and other principles)

➢ ask questions where appropriate to gauge the participant's understanding of the tasks they are performing

➢ use appropriate communication skills throughout the assessment

➢ take notes

➢ compare performance to the elements of the unit/s of competency.

Stage 4: **Provide Feedback and Advise the Result**

➢ take time to review the outcome of the assessment and make judgement
➢ make a decision based on the evidence
➢ use an appropriate location for providing feedback to the participant
➢ have the participant self-assess their performance using open questioning techniques
➢ add any feedback necessary
➢ ask the participant to summarise the outcome and major aspects of the feedback

Stage 5: **Record and Report the Result**

➢ encourage the participant to complete a participant feedback sheet

➢ record the assessment result and provide a copy to the participant

➢ keep your own records and forward copies where this is required

➢ file the assessment notes and result for future reference

➢ advise any other stakeholders as required

Stage 6: **Review the Assessment**

➢ reflect on the process. In particular reflect on the presence of the assessment principles, the appropriateness of the assessment methods, the appropriateness of the assessment surroundings

➢ refine the assessment activity and tools for use at a later time

LIST OF ASSESSMENT RESOURCES

Some of the following resources, such as the ACCESS resources, relate more specifically to the Hospitality Industry but would be useful for Tourism assessments.

ATP (1994) *Assessor Training Program* - Learning materials. Australian Training Products: Frankston.

Assessment Centre for Vocational Education (1994) *Costing Training and Assessment - Issues Paper* ACVE: St Leonards, NSW

National Assessors and Workplace Trainers Body (1995) *Competency Standards for Assessment.* A&WT CSB: Sydney.

Block, B. and Thomson, P. (1994) *Working Towards Best Practice in Assessment.* NCVER. Adelaide.

Casey, D. (1994) *Extension of the ACCESS Program to Supervisory and Management Levels.* Unpublished.

Construction Training Australia (1995) *Report of the Joint ITAB Project on Industry Skills Recognition.* CTA: Melbourne.

Field, L (1995) *Managing Organisational Learning.* Longman. Melbourne.

Foyster, J. (1990) *Getting to Grips with Competency Based Training and Assessment.* TAFE National Centre for Research and Development LTD. Adelaide.

Hagar, P., Athanasou, J. and Gonzi, A. (1994) *Assessor Technical Manual.* AGPS. Canberra.

Harris, Guthrie, Hobart and Lundberg. (1995) *Competency Based Education and Training: Between a Rock and a Whirlpool.* Macmillan Education. Sydney.

InfoChannel Australia (1997). *Assessing Competence on and off the Job.* Tasmania

National ACCESS Scheme. (1996) *Candidate Handbook.* Tourism Training Australia. Sydney

National ACCESS Scheme. (1996) *Assessor Handbook.* Tourism Training Australia. Sydney.

National ACCESS Scheme. (1996) *Procedures Manual for ACCESS Representatives.* Tourism Australia. Sydney.

National ACCESS Scheme. (1996) *Conducting Assessments.* audio-visual Tourism Training Australia. Sydney

National Food ITC (1995). *An Assessment Framework for the Food and Beverage Processing Industry.* National Food ITC. Brisbane.

National Office Skills Formation Advisory Body. (1993) *Record Book - Assessing Clerical Skills in the Workplace.* NOSFAB. Melbourne.

National Staff Development Committee 1995 *Management Enhancement Team Approach (META) for VET Organisations,* National Staff Development Committee, Australian National Training Authority, Melbourne

Office Training Company. (1995) *Office Administration Kit.* NOSFAB/Office Training Company: south Melbourne.

Rumsey, D. (1994) *Assessment Practical Guide.* AGPS. Canberra.

Rutherford, P. (1995) *Competency Based Assessment: A Guide to Implementation.* Pitman Publishing. Sydney.

Toop, L., Gibb, J. and Worsnop, P. (1994) *Assessment System Design* AGPS. Canberra

Worsnop, P. (1993) *Competency Based Training - How to Do It for Trainers.* VEETAC CBT Working Party. Canberra.

Assessment Materials, containing specific advice and sample assessment tools, have been developed for each of the following 31 Tourism Training Package Units of Competence:

General Leadership - THHGLE01A – 21A
Sales and Marketing – THHGCS04A; THHGCS06A; THHGCS07A; THHGCS08A; THTSMA01A; THTSMA02A
Training - THHGTR01A
General Administration - THHGGA08A – 09A
Product Development - THTPPD03A

THE TOURISM TRAINING NETWORK

The National Office: **Tourism Training Australia**
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Fx: (02) 6241 4392

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TOURISM House
176 New Town Road
NEW TOWN TAS 7008
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Fx: (03) 6278 2261

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Level 6, 1 Chandos Street
ST LEONARDS NSW 2065
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Fx: (03) 9650 5761

Northern Territory: **Tourism Training NT**
GPO Box 359
DARWIN NT 0801
Ph: (08) 8941 1355
Fx: (08) 8941 1917

Western Australia: **WA TOURISM & Tourism Industry Training Council**
Suite 33, Lincoln House
4 Ventnor Avenue
WEST PERTH WA 6005
Ph: (08) 9322 9922
Fx: (08) 9322 9933

NATIONAL, STATE & TERRITORY RECOGNITION AUTHORITIES

National:　　　　**Australian National Training Authority (ANTA)**
AMP Place, 10 Eagle St.
BRISBANE QLD 4001
Ph: (07) 3426 2300
Fx: (07) 3246 2490

Victoria:　　　　**Office of Further and Technical Education (OTFE)**
Level 6, Rialto Building South Tower,
525 Collins Street
MELBOURNE VIC 3000
Ph: (03) 9628 3585
Fax. (03) 9628 3116

New South Wales:　　**Dept. Technical Education Co-ordination (DTEC)**
Fourth floor, 1 Oxford St.
DARLINGHURST NSW 2010
Mail: Locked Bag 53, DARLINGHURST NSW 2010
Ph: (02) 9266 8130
　　　　9266 8111
Fx: (02) 9266 8053

Queensland:　　　**Dept. Employment, Vocational Education & Training & Industrial Relations (DEVETIR)**
30 Mary Street
BRISBANE QLD 4001
Mail: Locked Bag 527 GPO BRISBANE 4001
Ph: (07) 3247 5037
Fx: (07) 3247 0356

South Australia:　　**Dept. Employment, Training and Further Education SA (DETAFE SA)**
31 Flinders Street
ADELAIDE SA 5000
Mail: GPO Box 2352, ADELAIDE SA 5001
Ph: (08) 8226 3490
Fx: (08) 8226 0816

Western Australia:　　**WA Dept of Training**
151 Royal St.
EAST PERTH WA 6004
Ph: (08) 9235 6222
Fx: (08) 9235 6224

Tasmania: **Industrial Commission**
                        GPO Box 1108L
                        HOBART TAS 7001
                        Ph: (03) 6233 7808
                        Fx: (03) 6231 1152

Tasmania: **Department of Vocational Education and Training**
                        GPO Box 1625
                        HOBART TAS 7001
                        Ph: (03) 6233 4630
                        Fx: (03) 6233 4597

Northern Territory: **NT Employment and Training Authority (NTETA)**
                        GPO Box 2925
                        DARWIN NT 0801
                        Ph: (08) 8999 4222
                        Fx: (08) 8999 4223

A.C.T: **Vocational Education Training Authority (VETA)**
                        PO Box 985
                        CIVIC SQUARE ACT 2608
                        Ph: (02) 6205 7777
                        Fx: (02) 6205 7045

TRAINING CURRICULUM AND LEARNING RESOURCES

Australian Training Products Ltd
Level 5, 321 Exhibition St
MELBOURNE VIC 3001
Ph: (03) 9630 9836 (03) 9630 9837
Fx: (03) 9639 4684

COMPETENCY STANDARDS

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Competency Standards Body - Assessors and Workplace
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