



Australian Government

**Assessment Requirements for SITHIND002
Source and use information on the
hospitality industry**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- source and document current and emerging industry information on the hospitality industry using at least three information sources listed in the knowledge evidence
- source and interpret information on the following from the above sources and share with colleagues to improve knowledge of the hospitality industry:
 - current and emerging products and services
 - current issues
 - career opportunities
 - relationship between other related industries
 - compliance issues and quality assurance
 - new products, technology, techniques and services
 - work ethic required to work in the industry
- identify ways to integrate current hospitality industry information into daily work activities to enhance the quality of work performance.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information on the hospitality industry:
 - developers of codes of conduct or ethics
 - discussions with experienced industry personnel
 - industry accreditation operators
 - industry associations and organisations
 - industry journals, reference books and seminars
 - libraries and media
 - networking with colleagues and suppliers
 - personal observations and experience
 - plain English documents, issued by government regulators, that describe laws relevant to the hospitality industry
 - training courses

- unions
- structure of the hospitality industry and its different sectors:
 - key characteristics
 - main functions
 - features and services of businesses within the local and regional industry
 - business relationships between different sectors
- information of relevance to the hospitality industry:
 - economic and social significance of the hospitality industry
 - career opportunities within the industry
 - roles and general responsibilities for different jobs in the industry
- key ways that information is used to enhance the quality of work performance:
 - improving skills and productivity
 - producing food items to meet current market trends and customer expectations
 - providing quality hospitality service
 - suggesting new and improved ways of doing things
 - working effectively with:
 - other sectors of the hospitality industry
 - suppliers
 - working according to:
 - ethical industry practices
 - legal requirements for self and the organisation
- key characteristics and main functions of allied and related industries
- primary functions of:
 - major cross-industry and sector-specific industry associations especially those with which the business has a relationship
 - trade unions in the industry
- basic aspects of ethical issues specifically relevant to the hospitality industry
- basic aspects of hospitality industry quality assurance processes:
 - industry accreditation schemes
 - codes of conduct or ethics
 - industry association membership
 - occupational licensing
 - reasons for participation and impacts of non-compliance
 - roles and responsibilities of individual staff members when participating in schemes
- basic aspects of state, territory and commonwealth laws specifically relevant to the hospitality industry and actions that must be adhered to by hospitality businesses:
 - food safety
 - responsible service of alcohol
 - responsible conduct of gaming

- local community protection that must be met by hospitality industry operators when delivering services and requirements to maintain the lifestyle of neighbouring residents
- basic aspects of industrial relations:
 - award provisions
 - equal employment opportunity (EEO) law
 - rights of employees and responsibilities of employers to make merit-based employment decisions
- current and emerging technology used in the hospitality industry:
 - catering systems
 - applications for electronic devices and computers
 - computer-aided despatch systems
 - food production systems
 - industry online booking systems
 - industry reservations, operations and financial and tracking systems
 - project management systems
 - social media sites.

Assessment Conditions

Skills must be demonstrated in a hospitality industry service environment. This can be:

- an industry workplace
- a simulated industry environment or activity for which information on the hospitality industry is sourced.

Assessment must ensure access to:

- computers, printers, communication technology and information programs used to source industry information
- plain English documents issued by government regulators that describe laws specifically relevant to the hospitality industry:
 - food safety
 - responsible service of alcohol
 - responsible conduct of gaming
 - local community protection.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

