SITHIND006 Source and use information on the hospitality industry

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

The unit applies to all hospitality sectors and people working at different levels. Managers will use more formal research to attain specialised and comprehensive knowledge to support product planning, marketing and strategic management activities. This is covered in other units of competency.

This unit is not about having in-depth knowledge but focuses on the ability to source and interpret information relevant to day-to-day activities in order to maximise work performance.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Working in Industry

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Source and use industry	1.1. Identify sources of information on the structure and

	information.	operation of the hospitality industry.
		1.2. Access information of relevance to the hospitality industry to assist operational duties.
		1.3. Obtain information on features of current and emerging hospitality products and services relevant to job role.
		1.4. Apply information about the hospitality industry and its products and services to enhance the quality of work performance.
2.	Source and use compliance information.	2.1. Obtain information on laws specifically relevant to the hospitality industry and work compliantly.
		2.2. Seek information on industry quality assurance schemes and apply to benefit own organisation.
		2.3. Access and apply information on career planning and equal employment opportunity (EEO) law.
		2.4. Obtain information on ethical industry practices and conduct day to day hospitality activities according to those practices.
3.	Source and use information on hospitality technology.	3.1. Source and access information on current and emerging technologies that impact on operational duties.
		3.2. Use information on technology to suggest new and improved workplace practices.
		3.3. Use current and emerging technology in day to day work activities.
4.	Update personal and organisational knowledge of the hospitality industry.	4.1. Identify current issues and trends for the industry.
		4.2. Identify and use a range of opportunities to update current and emerging knowledge of the hospitality industry.
		4.3. Share updated information with colleagues.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• read the content of plain English information about laws and quality assurance processes
	• research and sort hospitality industry information and determine information relevant to own work.
Writing skills to:	• write and summarise notes, and record information in basic documents, information sheets and files.
Oral communication skills	• use open and closed probe questioning to interact effectively

to:		and obtain information.
Learning skills to:	•	update, review and maintain own knowledge of the hospitality industry.
Technology skills to:	•	use a computer and keyboard
	•	use online information systems to search for information.

Unit Mapping Information

Supersedes and is equivalent to SITHIND002 Source and use information on the hospitality industry.

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694