



Australian Government

Assessment Requirements for SITXCOM004 Address protocol requirements

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 accurate information on protocol requirements for at least two of the following:
 - organising an event or function, such as a meeting, reception or tour
 - organising accommodation
 - issuing marketing materials reflecting correct titles of dignitaries
 - meeting the requirements of dignitaries and officials
 - meeting the requirements of entertainers and masters of ceremony
- integrate protocol requirements into oral and written material for each of the above
- update and integrate knowledge of protocol when organising each of the above.

Knowledge Evidence

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

- main types of civic functions held in Australia
- importance and role of protocol in different business situations
- key sources of information on protocol for:
 - Australian honours system:
 - order of precedence
 - ranks and forms of address
 - wearing of honours and medals
 - involvement of Indigenous Australians and other cultural groups in business activities
 - correct use of national and state symbols:
 - flags
 - anthems
 - military salutes
 - forms of address for different dignitaries and officials, both for written correspondence and in oral communication
- sources of protocol information:
 - Aboriginal Land Councils
 - Australia Day Council

- customers, clients, their agents and personal assistants
- federal, state or territory, and local government protocol departments
- internet
- libraries
- Office of the United Nations
- specific work activities impacted by protocol requirements:
 - addressing and introducing dignitaries and officials
 - correspondence to dignitaries and officials
 - issuing invitations
 - liaison with dignitaries and officials
 - preparing:
 - briefing papers
 - marketing materials
 - running sheets
- protocols for the following different situations:
 - invitations to dignitaries and officials
 - arrival procedures, for heads of state or government officials
 - introduction protocols and order of speakers
 - order of precedence for official guests
 - seating arrangements
 - dress styles
- opportunities to update protocol knowledge:
 - informal networking with colleagues
 - internet research
 - reading relevant journals.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- current protocol information relevant to organisation.

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>