



Australian Government

Department of Education, Employment and Workplace Relations

SITHIND001B Develop and update hospitality industry knowledge

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and update current and emerging information on the hospitality industry, including industry structure, current technology and key environmental, community, legal and ethical issues that must be considered and applied by hospitality industry personnel in their day-to-day work. The unit focuses on the ability to source and comprehend general hospitality industry information and covers the initial and ongoing development of a person's required knowledge base. This information underpins effective performance in the hospitality industry. More specialised and advanced hospitality research and management knowledge is found in other units.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit describes a key function for all people working in the hospitality industry who require an essential and broad knowledge of the hospitality industry to support all work activities. This unit applies to individuals working within any hospitality industry sector, in any location and for any hospitality organisation type.

It is relevant to those individuals working in any hospitality operational and management role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| 1 Source and apply general information on the structure and operation of the hospitality industry. | 1.1 Identify <i>sources of information</i> to understand the structure and operation of <i>the hospitality industry</i> . 1.2 Access and comprehend specific <i>information</i> of relevance to the hospitality industry. 1.3 Access and use knowledge of the hospitality industry to |

| ELEMENT | PERFORMANCE CRITERIA <i>enhance the quality of work performance.</i> |
|--|---|
| 2 Source and apply information on legal and ethical that impact on the hospitality industry. | 2.1 Obtain information on legal issues to assist effective work performance. 2.2 Conduct day-to-day hospitality activities according to legal obligations and ethical industry practices . |
| 3 Source and apply information on hospitality industry technology. | 3.1 Source and access information on current and emerging technologies that impact on hospitality operations. 3.2 Identify the potential effects of different technologies on the hospitality operations. 3.3 Apply knowledge of current and emerging technology in day-to-day work activities. |
| 4 Update personal and organisational knowledge of the hospitality industry. | 4.1 Identify and use a range of opportunities to update knowledge of the hospitality industry. 4.2 Monitor current issues of concern to the industry. 4.3 Share updated information with colleagues, according to organisational procedures, and incorporate into day-to-day work activities. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to identify, interpret and sort relevant information
- communication skills including active listening and questioning to obtain information and to provide a verbal summary of information
- literacy skills to read and comprehend the content of plain English information documents about legal issues, industry accreditation schemes and codes of conduct
- writing skills to note take, summarise and record information in basic documents such as information sheets, portfolios and files..

The following knowledge must be assessed as part of this unit:

- sources of general information on the hospitality industry
- structure of the hospitality industry; the functions, key characteristics and business interrelationships of the different sectors of the hospitality industry including the distribution roles of the following sectors and functional areas:
 - accommodation
 - restaurants and cafes
 - hotels and motels
 - clubs
 - casinos
 - food and beverage
 - front office
 - housekeeping
 - food production and kitchen operations
- the general nature of allied and crossover industries including tourism, meetings, incentives, conferences and events
- the existence and primary functions of the major cross-industry and sector-specific industry associations especially those with which the business has a relationship
- the existence and primary functions of trade unions in the industry
- the existence and key characteristics of occupational licensing, codes of conduct or ethics and industry accreditation schemes in the hospitality industry, the impacts of compliance and non-compliance and the roles and responsibilities of individual staff members in these quality assurance processes
- the existence and basic aspects of state, territory and local council laws that impact on hospitality operations and actions that must be adhered to by hospitality businesses, in particular laws that cover:
 - equal employment opportunity (EEO)

REQUIRED SKILLS AND KNOWLEDGE

- anti-discrimination
- occupational health and safety and workers' compensation
- workplace relations
- legal liability and duty of care of customers
- environmental protection (This would include requirements that must be met by hospitality operators when delivering services.)
- local community protection (This would include land ownership, management and access requirements that must be met by hospitality operators when delivering services and requirements to maintain the lifestyle of neighbouring residents.)
- consumer protection (This would include refund requirements that must be met by hospitality businesses, terms and conditions of quotations and cancellation fees.)
- responsible service of alcohol
- responsible conduct of gaming
- food safety
- current and emerging technology used in the hospitality industry, including e-business.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency

Evidence of the following is essential:

- ability to source initial and updated hospitality industry information and apply this to day-to-day activities to maximise effective performance in specific hospitality sector contexts
- general knowledge of the hospitality industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues that relate to a specific sector or workplace
- general knowledge of the key environmental, community, legal and ethical issues for the hospitality industry..

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- access to a fully equipped office environment using appropriate computers, printers, communication technology, information programs and publications to facilitate the processes involved in sourcing industry information
- access to information sources in order to conduct research and collect sufficient information
- access to industry association membership information, codes of conduct and accreditation information
- access to plain English documents that describe key hospitality and general workplace legislation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- project to research differing aspects of the hospitality industry and deliver the sourced information in a brief written presentation
- project activities that allow the candidate to demonstrate the application of knowledge to specific hospitality industry contexts and situations
- case studies and problem-solving exercises to assess application of knowledge to different situations and contexts
- written and oral questioning or interview to test knowledge of different sectors of the hospitality industry and their interrelationships, the key content of legislation and industry codes of conduct
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Sources of information on and *opportunities to update knowledge* may include:

- formal and informal research
- media
- reference books
- legislation or plain English publications describing the law and responsibilities to comply
- libraries
- unions
- industry associations and organisations
- industry journals
- computer data, including internet
- personal observations and experience
- informal discussions and networking with colleagues
- industry seminars
- training courses
- familiarisation visits to hospitality facilities
- participation or membership in professional industry associations
- participation in industry accreditation schemes
- use of industry codes of conduct or ethics.

RANGE STATEMENT

The *hospitality* involves a range of sectors and businesses including:

- accommodation
- restaurants and cafes
- hotels and motels
- clubs
- casinos
- industry associations, councils, taskforces, research bodies.

RANGE STATEMENT

Information of relevance to the the hospitality industry must include:

- economic and social significance of the hospitality industry, which may relate to:
 - employment
 - effect on local amenities and facilities
 - community role in hospitality
- role of and impacts on local communities
- different hospitality markets and their relevance to industry sectors
- relationships between hospitality and other industries, including:
 - events
 - tourism
 - entertainment
 - food production
 - wine production
 - recreation
 - retail
- different sectors and businesses within the industry, their interrelationships and the services available in each sector
- major hospitality industry bodies and associations
- environmental issues for hospitality, including:
 - protection of natural and cultural integrity
 - minimal impact operations
 - environmental sustainability
 - waste management
 - energy-efficient operations
 - land ownership
 - land access and usage
- industrial relations
- specific features of the local and regional industry
- career opportunities within the industry
- roles and responsibilities of individual staff members in a successful hospitality business, including ethical practices and quality assurance.

RANGE STATEMENT

Enhancing the quality of work performance may involve:

- making contacts with networks for obtaining key information to develop, deliver and improve improve hospitality operations
- suggesting new and improved ways of doing things
- performing work duties within legal, ethical and social guidelines to ensure smooth hospitality operations
- improving skills, knowledge and productivity to improve hospitality operations by accessing and attending industry professional development courses or activities.

Legal issues may include:

- consumer protection
- EEO
- anti-discrimination
- workplace relations
- public liability and duty of care
- licensing
- land ownership, management and access
- environmental management
- risk management
- OHS.

RANGE STATEMENT

Ethical industry practices may relate to:

- maintaining the rights and lifestyle conditions of local community residents
- agreed compliance with codes of conduct, practice or ethics
- truth and honesty regarding all information given to customers
- product recommendations
- declaration of commissions, fees and other charges
- subcontracting and provision of services as promoted
- pricing
- procedures for payment of commissions
- bookings at venues
- overbooking
- confidentiality of customer information
- tipping
- familiarisations
- gifts and services free of charge
- preferred product arrangements.

Technologies that impact on tourism operations may relate to:

- current and emerging industry technology, including e-business
- internal and industry wide reservation, operations and financial and tracking systems
- project management systems
- computer-aided design (CAD) systems.

Issues of concern to the industry may relate to:

- maintaining organisational and industry profitability by productivity and pricing flexibility
- industry initiatives
- government initiatives
- emerging markets
- environmental and social issues
- labour issues
- industry expansion or retraction.

Unit Sector(s)

Sector Hospitality

Competency field

Competency field Working in Industry