



Australian Government

SITXCOM301 Address protocol requirements

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITXCOM006A Address protocol requirements. Re-worked Elements, Performance Criteria, Required Skills and Knowledge to more fully articulate content.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to source and access information on protocol requirements to fulfil any sales or operational need. It requires the ability to identify appropriate information sources, access and interpret specific details of protocol requirements and to coordinate the use of protocol.

Application of the Unit

This unit applies to many tourism, travel, hospitality and event sectors and is particularly relevant to events, function coordination, tour operations and tour guiding.

Protocol affects a broad range of business and government activity and the breadth and depth of protocol knowledge required will vary. This unit is not about having an in-depth knowledge of protocol requirements but focuses on the ability to collect and interpret protocol information.

This unit applies to a range of people working independently or with limited guidance including tour and event coordinators, and managers; tour guides and front of house or duty managers.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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| 1. Source information on appropriate protocol. | <p>1.1 Assess the need for protocol to be followed for the <i>particular situation</i>.</p> <p>1.2 Identify relevant <i>sources of protocol information</i>.</p> <p>1.3 Liaise with customers to determine appropriate protocol.</p> <p>1.4 Interpret relevant protocol information to inform work practice.</p> |
| 2. Coordinate the use of protocol. | <p>2.1 Identify <i>specific work activities</i> that require appropriate use of protocol.</p> <p>2.2 Provide protocol briefings to staff and suppliers.</p> <p>2.3 Coordinate the use of correct protocol for the delivery of <i>products and services</i>.</p> |
| 3. Update knowledge of protocol. | <p>3.1 Identify and use <i>opportunities to update protocol knowledge</i>.</p> <p>3.2 Share updated knowledge with customers and colleagues.</p> |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - liaise with customers, clients, their agents and personal assistants to ascertain protocol
 - address dignitaries and officials using appropriate language
- learning skills to continually seek information to enhance knowledge of protocol
- literacy skills to:
 - read and interpret unfamiliar and complex protocol information
 - research and analyse information on protocol
 - write correspondence to dignitaries and officials, invitations and team briefing papers
- self-management skills to take responsibility for meeting protocol requirements
- teamwork skills to share protocol information with team members to ensure protocol is followed.

Required knowledge

- 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, including order of precedence, ranks and forms of address, and wearing of honours and medals
 - involvement of Indigenous Australians and other cultural groups in business activities
 - correct use of national and state symbols, including flags, anthems and military salutes
 - forms of address for different VIPs and dignitaries, both for written correspondence and in oral communication
- protocols for different situations, including:
 - invitations to VIPs
 - arrival procedures, including for heads of state or government officials
 - introduction protocols and order of speakers
 - order of precedence for official guests
 - seating arrangements
 - dress styles.

Evidence Guide

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

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- source accurate information on multiple and diverse protocol requirements
- use protocol for diverse oral and written purposes
- integrate knowledge of protocol when organising business activities.

Context of and specific resources for assessment

Assessment must ensure use of:

- current protocol information.

Method of assessment

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

- direct observation, using roles plays, of the individual addressing and introducing dignitaries and officials
- activities to assess the individual's ability to:
 - source information on protocol
 - coordinate the use of correct protocol for the delivery of products and services
- evaluation of documents prepared by the individual which include use of protocol:
 - briefing papers
 - correspondence to dignitaries and officials
 - invitations
 - marketing materials
 - running sheets
- written or oral questioning to assess knowledge of key sources of information on protocol and protocols for different situations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTGDE401 Coordinate and operate tours

- SITTTSL201 Operate an online information system
- SITXEVT401 Plan in-house events or functions
- SITXMPR401 Coordinate production of brochures and marketing materials.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Particular situation may involve:

- event organisation, including:
 - citizenship ceremonies
 - civic receptions
 - formal parades
 - freedom of city ceremonies
 - national day receptions
 - private functions
- general business administration
- issuing marketing materials reflecting correct titles of dignitaries
- meeting the requirements of dignitaries and officials
- meeting the requirements of entertainers and masters of ceremony.

Sources of protocol information may include:

- Aboriginal Land Councils
- Australia Day Councils
- 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 may involve:

- 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
- providing various services during the conduct of an event, including on-site management and service of food and beverage.

Products and services may include:

- accommodation
- events
- functions

Opportunities to update protocol knowledge may include:

- meetings
- tours.
- informal networking with colleagues
- Internet research
- reading relevant journals.

Unit Sector(s)

Cross-Sector

Competency Field

Communication and Teamwork