THTFME09A Develop and update knowledge of protocol
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Modification History
Not applicable.

Unit Descriptor
This unit deals with the skills and knowledge required to develop and apply knowledge of protocol to a range of tourism and hospitality related activities. It is particularly relevant to those involved in the management and operation of events, including functions.

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Not applicable.

Elements and Performance Criteria Pre-Content
Not applicable.
Elements and Performance Criteria

Element 1: Seek information on appropriate protocol
1.1 Identify sources of accurate information on protocol correctly.
1.2 Access relevant protocol information in response to workplace needs.

Element 2: Integrate appropriate protocol procedures into work activities
2.1 Identify the areas of work activity that require appropriate use of protocol in a timely manner.
2.2 Integrate the correct use of protocol into work activities.
2.3 Liaise with colleagues and other stakeholders to determine appropriate protocol requirements.
2.4 Provide appropriate information on protocol to relevant colleagues and stakeholders.

Element 3: Update knowledge of protocol
3.1 Identify and use opportunities to update protocol knowledge.
3.2 Share updated knowledge with customers and colleagues as appropriate and incorporate into day-to-day working activities.

Required Skills and Knowledge
Not applicable.
Evidence Guide

Essential Knowledge and Skills to be Assessed
The following knowledge and skills must be assessed as part of this unit:
- the importance and role of protocol in different events and situations
- key sources of information on protocol
- main types of civic functions held in Australia
- the Australian Honours system including order of precedence, ranks and forms of address and wearing of honours and medals
- appropriate protocols for the involvement of indigenous Australians and other cultural groups in events
- 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
- protocol procedures for different types of function 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.

Linkages to Other Units
This unit underpins effective performance in a range of event management and other roles within the tourism and hospitality industries. As such combined training and assessment with other units may be appropriate.

Critical Aspects of Assessment
Evidence of the following is critical:
- knowledge of where to source accurate information on protocol for specific situations
- knowledge of protocols as specified under Essential Knowledge and Skills.

Context of Assessment and Resource Implications
Assessment must ensure:
- project or work activities that allow the candidate to apply protocol knowledge to specific event management, tourism or hospitality situations.

Assessment Methods
Assessment methods must be chosen to ensure that knowledge of protocol can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.
- The following examples are appropriate for this unit:
  - case studies and projects to assess ability to apply knowledge of protocol to different workplace situations
  - oral or written questions to assess knowledge of protocol for different situations
  - review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Key Competencies
Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.
- Level 1 = Perform
- Level 2 = Administer and Manage
- Level 3 = Design and Evaluate
Key Competencies

Collecting, Organising and Analysing Information
For example:
Determining the protocol information required for a particular event (2)

Communicating Ideas and Information
For example:
Advising colleagues about protocol requirements for a given event (1)

Planning and Organising Activities
For example:
Integrating protocol into event organisation activities (1)

Working with Others and in Teams
For example:
Liaising with protocol officers from a government department (1)

Using Mathematical Ideas and Techniques
Not Applicable

Solving Problems
For example:
Finding protocol information in relation to a totally unknown situation (1)

Using Technology
For example:
Using the Internet to source protocol information (1)

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Range Statement

This unit applies to all tourism and hospitality enterprises. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances. **Sources of information on protocol may include:**
- libraries
- Internet
- Federal, State and Local Government protocol departments
- Aboriginal Land Councils
- Australia Day Councils

**Work activities that require integration of protocol may include:**
- issuing invitations
- preparing running sheets
- preparation of briefing papers
- liaison with dignitaries and officials
- correspondence to dignitaries and officials
- providing various services during the conduct of an event (e.g. on-site management, service of food and beverage).

**Functions where protocols need to be used may include:**
- civic receptions
- formal parades
- freedom of city ceremonies
- national day receptions
- citizenship ceremonies
- private functions.

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Unit Sector(s)
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