Australian Government

Department of Education, Employment and Workplace Relations

THTFME09A Develop and update knowledge of protocol

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

THTFME09A Develop and update knowledge of protocol

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.
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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

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Element	Performance Criteria
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.
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.
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)
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
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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

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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)

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

Office of the United Nations.

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.

citizenship ceremonies
private functions.

Unit Sector(s)

Not applicable.