



Australian Government

SITHIND002 Source and use information on the hospitality industry

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

The unit applies to all hospitality sectors and people working at different levels. Managers will use more formal research to attain specialised and comprehensive knowledge to support product planning, marketing and strategic management activities. This is covered in other units of competency.

This unit is not about having in-depth knowledge but focuses on the ability to source and interpret information relevant to day-to-day activities in order to maximise work performance.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Working in Industry

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Source and use industry information.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify sources of information on the structure and operation of the hospitality industry.
- 1.2. Access specific information of relevance to the

- hospitality industry to assist operational duties.
- 1.3. Obtain information on features of current and emerging hospitality products and services relevant to job role.
 - 1.4. Use knowledge of the hospitality industry and its products and services to enhance the quality of work performance.
2. Source and use compliance information.
 - 2.1. Obtain information on laws specifically relevant to the hospitality industry, and work compliantly.
 - 2.2. Seek information on industry quality assurance schemes and use it to benefit own organisation.
 - 2.3. Access information on career planning and equal employment opportunity (EEO) law.
 - 2.4. Obtain information on ethical industry practices and conduct day to day hospitality activities according to those practices.
 3. Source and use information on hospitality technology.
 - 3.1. Source and access information on current and emerging technologies that impact on operational duties.
 - 3.2. Use information on technology to suggest new and improved workplace practices.
 - 3.3. Use 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 current and emerging knowledge of the hospitality industry.
 - 4.2. Monitor current issues and trends for the industry.
 - 4.3. Share updated information with colleagues.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	- read the content of plain English information about laws and quality assurance processes - research and sort hospitality industry information and determine information relevant to own work.
Writing skills to:	write and summarise notes, and record information in basic documents, information sheets and files.

- Oral communication skills to:
- use open and closed probe questioning to interact effectively and obtain information from:
 - experienced industry personnel
 - colleagues
 - suppliers
 - industry bodies.
- Learning skills to:
- continuously update, review and maintain own knowledge of the hospitality industry.
- Technology skills to:
- use a computer and keyboard
 - use online information systems to search for information.

Unit Mapping Information

SITHIND201 Source and use information on the hospitality industry

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITHIND002 Source and use information on the hospitality industry

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 and document current and emerging industry information on the hospitality industry using at least three information sources listed in the knowledge evidence
- source and interpret information on the following from the above sources and share with colleagues to improve knowledge of the hospitality industry:
 - current and emerging products and services
 - current issues
 - career opportunities
 - relationship between other related industries
 - compliance issues and quality assurance
 - new products, technology, techniques and services
 - work ethic required to work in the industry
- identify ways to integrate current hospitality industry information into daily work activities to enhance the quality of work performance.

Knowledge Evidence

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

- sources of information on the hospitality industry:
 - developers of codes of conduct or ethics
 - discussions with experienced industry personnel
 - industry accreditation operators
 - industry associations and organisations
 - industry journals, reference books and seminars
 - libraries and media
 - networking with colleagues and suppliers
 - personal observations and experience
 - plain English documents, issued by government regulators, that describe laws relevant to the hospitality industry
 - training courses

- unions
- structure of the hospitality industry and its different sectors:
 - key characteristics
 - main functions
 - features and services of businesses within the local and regional industry
 - business relationships between different sectors
- information of relevance to the hospitality industry:
 - economic and social significance of the hospitality industry
 - career opportunities within the industry
 - roles and general responsibilities for different jobs in the industry
- key ways that information is used to enhance the quality of work performance:
 - improving skills and productivity
 - producing food items to meet current market trends and customer expectations
 - providing quality hospitality service
 - suggesting new and improved ways of doing things
 - working effectively with:
 - other sectors of the hospitality industry
 - suppliers
 - working according to:
 - ethical industry practices
 - legal requirements for self and the organisation
- key characteristics and main functions of allied and related industries
- primary functions of:
 - major cross-industry and sector-specific industry associations especially those with which the business has a relationship
 - trade unions in the industry
- basic aspects of ethical issues specifically relevant to the hospitality industry
- basic aspects of hospitality industry quality assurance processes:
 - industry accreditation schemes
 - codes of conduct or ethics
 - industry association membership
 - occupational licensing
 - reasons for participation and impacts of non-compliance
 - roles and responsibilities of individual staff members when participating in schemes
- basic aspects of state, territory and commonwealth laws specifically relevant to the hospitality industry and actions that must be adhered to by hospitality businesses:
 - food safety
 - responsible service of alcohol
 - responsible conduct of gaming

- local community protection that must be met by hospitality industry operators when delivering services and requirements to maintain the lifestyle of neighbouring residents
- basic aspects of industrial relations:
 - award provisions
 - equal employment opportunity (EEO) law
 - rights of employees and responsibilities of employers to make merit-based employment decisions
- current and emerging technology used in the hospitality industry:
 - catering systems
 - applications for electronic devices and computers
 - computer-aided despatch systems
 - food production systems
 - industry online booking systems
 - industry reservations, operations and financial and tracking systems
 - project management systems
 - social media sites.

Assessment Conditions

Skills must be demonstrated in a hospitality industry service environment. This can be:

- an industry workplace
- a simulated industry environment or activity for which information on the hospitality industry is sourced.

Assessment must ensure access to:

- computers, printers, communication technology and information programs used to source industry information
- plain English documents issued by government regulators that describe laws specifically relevant to the hospitality industry:
 - food safety
 - responsible service of alcohol
 - responsible conduct of gaming
 - local community protection.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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