



Australian Government

SITXCOM009 Address protocol requirements

Release: 1

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Modification History

Not applicable.

Application

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 coordinate the use of protocol.

The 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 does not require in-depth knowledge of protocol requirements, but rather 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.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Communication and Teamwork

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

- | | |
|---|---|
| 1. Source information on appropriate protocol requirements. | 1.1. Assess the need for protocol to be followed for the particular situation.
1.2. Identify relevant sources of protocol information.
1.3. Liaise with customers to determine appropriate protocol.
1.4. Interpret relevant protocol information to inform work practice. |
| 2. Coordinate the use of protocol. | 2.1. Identify specific work activities requiring a particular protocol to be observed.
2.2. Provide protocol briefings to staff and suppliers.
2.3. Coordinate the use of correct protocol for the delivery of product or service. |
| 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 required. |

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:	interpret protocol information.
Writing skills to:	compose correspondence reflecting correct protocols, when preparing correspondence to dignitaries and officials, invitations, and team briefing papers.
Oral communication skills to:	- liaise with customers, clients, their agents and personal assistants to confirm protocol requirements - address dignitaries and officials using appropriate language.
Self-management skills to:	take responsibility for meeting protocol requirements.

Unit Mapping Information

Supersedes and is equivalent to SITXCOM004 Address protocol requirements.

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 SITXCOM009 Address protocol requirements

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 accurate information on protocol requirements for at least two of the following:
 - an event or function
 - organising accommodation
 - issuing marketing materials reflecting correct titles of dignitaries
 - meeting the requirements of dignitaries and officials
 - meeting the requirements of entertainers and masters of ceremony
- coordinate the use of protocol through integrating protocol requirements into oral and written material for each of the above
- update and integrate knowledge of protocol when completing each of the above.

Knowledge Evidence

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

- main types of civic functions held in Australia
- importance and role of protocol in different business situations
- key sources of information on protocols for:
 - Australian honours system:
 - order of precedence
 - ranks and forms of address
 - wearing of honours and medals
 - involvement of Indigenous Australians and other cultural groups in business activities
 - correct use of national and state symbols:
 - flags
 - anthems
 - military salutes
 - forms of address for different dignitaries and officials, both for written correspondence and in oral communication
- sources of protocol information:
 - Aboriginal Land Councils

- Australia Day Council
- 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 impacted by protocol requirements:
 - 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
- protocols for the following different situations:
 - invitations to dignitaries and officials
 - arrival procedures for heads of state or government officials
 - introduction protocols and order of speakers
 - order of precedence for official guests
 - seating arrangements
 - dress styles
- opportunities to update protocol knowledge.

Assessment Conditions

Skills must be demonstrated in an operational business environment. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- current protocol information relevant to organisation
- individuals in a workplace who operate according to protocols. These can be:
 - staff, suppliers, customers or others in an industry workplace who participate in the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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

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