



Australian Government

Assessment Requirements for SITXGLC001 Research and comply with regulatory requirements

Release: 1

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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:

- access and interpret regulatory information and determine the scope of compliance for the operations of a specific tourism, travel, hospitality or events business in relation to at least six different areas of compliance
- develop policies and procedures for legal compliance with each of the above areas of compliance
- integrate into compliance planning activities and documentation:
 - sources of detailed information and advice on regulatory compliance
 - objectives and primary components of a broad range of local, state, territory and commonwealth government laws relevant to the specific to the business operations
 - use of policies and procedures in managing regulatory compliance.

Knowledge Evidence

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

- legal responsibilities and liabilities of managers and directors in varying business structures
- sources of information and advice on regulatory compliance:
 - local, state, territory or commonwealth government departments or regulatory agencies
 - industry associations
 - plain English documentation that explains the operational requirements of legislation
 - computer data
 - the internet
 - discussions with experienced industry personnel
 - industry:
 - accreditation operators
 - associations and organisations
 - developers of codes of conduct or ethics
 - journals
 - seminars

- lawyers
- networking with:
 - colleagues
 - suppliers
- libraries
- media
- personal observations and experience
- reference books
- training courses
- unions
- functions and general operating procedures of regulatory authorities of particular relevance to the tourism, hospitality and events industries
- methods of receiving updated information on laws and licensing requirements
- use of policies and procedures in managing regulatory compliance
- formats for and inclusions in policies and procedures
- objectives and primary components of local, state, territory and commonwealth government laws to which all types of businesses must comply and that cover:
 - anti-discrimination, especially provisions for equal employment opportunity (EEO) and harassment
 - Australian Consumer Law (ACL) especially provisions for refunds, exchanges and cancellations, terms and conditions of quotations and consumer contracts
 - contracts
 - employer superannuation contributions
 - environmental protection especially provisions for environmental hazard identification, use of minimal impact practices and reporting of incidents
 - Fair Work Act 2009, especially provisions for National Employment Standards (NES)
 - local community protection, especially provisions for land management and access and protecting the lifestyle of neighbouring residents
 - taxation
 - workplace relations
 - public liability and duty of care
 - work health and safety
 - workers' compensation, especially provisions for injury reporting and occupational rehabilitation
- objectives and primary components of laws, codes, standards and licensing requirements that impact on specific operators in the tourism, hospitality and event industries; chosen to be applicable to the individual's context:
 - Copyright Act 1968
 - Criminal Code Act 1995 as it relates to child sex offences outside Australia
 - European Economic Directive of Foreign Travel
 - food safety

- Food Standards Australia New Zealand Act 1991
- liquor licensing, especially as it relates to the responsible service of alcohol
- Privacy Act 1988
- Queensland Tourism Services Act 2003
- Residential Tenancy Act
- responsible conduct of gaming regulation
- for each relevant law, code, standard and licensing requirement, the depth of knowledge must cover:
 - key practices that are prohibited by the law
 - auditing and inspection regimes
 - main consequences of non-compliance
 - need to apply for and maintain business or occupational licensing and associated mandatory training and certification requirements
 - requirements for record keeping and acceptable record keeping mechanisms
 - statutory reporting requirements for businesses
 - key business insurances required
 - adherence to mandatory codes of conduct enshrined in legislation
 - requirements to develop and implement plans, policies, codes of conduct or incorporate certain business practices
 - rights and responsibilities of employees and employers
 - other specific action that must be taken for legal compliance
- opportunities to maintain knowledge of regulatory requirements:
 - discussions with experienced industry personnel
 - networking with colleagues and/or suppliers
 - participating in industry accreditation schemes
 - participating in industry seminars
 - membership of professional industry associations
 - participating in training courses
 - subscribing to regulatory newsletters.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation for which a tailored set of regulatory requirements can be researched and compliance management implemented. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- computers, software programs, printers and communication technology used to administer regulatory requirements
- current legislation
- current plain English regulatory documents distributed by government regulators
- codes of practice and standards issued by regulatory authorities
- regulatory information and business management manuals issued by industry associations or commercial publishers
- current commercial policies and procedures used to manage regulatory issues
- sources of specialist legal advice:
 - compliance consultants
 - industry associations
 - lawyers
 - local, state, territory or commonwealth government departments or regulatory agencies.

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

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>