



Australian Government

Department of Education, Employment and Workplace Relations

SITXCOM006A Address protocol requirements

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to address protocol requirements in a broad range of business activities. The unit focuses on basic research skills to acquire a knowledge and understanding of protocol requirements within diverse business, social and cultural contexts, as well as the ability to use that knowledge in a practical workplace context.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

Protocol issues affect a broad range of business and government activity. This unit therefore applies to people working in different roles and at different levels in many industry sectors. It applies to hospitality and tourism operations and is particularly relevant to those involved in event management and operations function coordination, tour operations and tour guiding.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Source information on appropriate protocol.	1.1 Assess the need for protocol to be followed in given <i>work contexts</i> . 1.2 Identify relevant <i>sources of protocol information</i> . 1.3 Interpret relevant protocol information to inform work practice.

ELEMENT	PERFORMANCE CRITERIA
2 Integrate appropriate protocol procedures into work activities.	2.1 Identify <i>specific work activities</i> 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 <i>opportunities to update protocol knowledge</i>. 3.2 Share updated knowledge with customers and colleagues as appropriate, and incorporate into day-to-day working activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- research skills to identify and access information on protocol
- literacy skills to interpret protocol information
- numeracy skills to work with concepts around order and timing, such as for speakers or dignitaries.

The following knowledge must be assessed as part of this unit:

- importance and role of protocol in different business situations
- key sources of information on protocol
- main types of civic functions held in Australia
- 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 business activities
- 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 event, 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.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of where to source accurate information on protocol for specific situations
- knowledge of appropriate protocols
- ability to apply protocol knowledge to a specific workplace requirement.

Context of and specific resources for assessment

Assessment must ensure:

- use of current protocol information.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. 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.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITXCOM005A Make presentations.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

TLIE507C Carry out basic workplace calculations**Range Statement****RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Work contexts that require consideration of protocol issues may include:

- event organisation, including:
 - civic receptions
 - formal parades
 - freedom of city ceremonies
 - national day receptions
 - citizenship ceremonies
 - private functions
- general business administration
- marketing.

Sources of protocol information may include:

- libraries
- internet
- federal, state or territory, and local government protocol departments
- Aboriginal Land Councils
- Australia Day Councils
- Office of the United Nations.

RANGE STATEMENT

Specific work activities that require integration of protocol may include:

- issuing invitations
- preparing running sheets
- preparing briefing papers
- liaison with dignitaries and officials
- correspondence to dignitaries and officials
- providing various services during the conduct of an event, including on-site management and service of food and beverage.

Opportunities to update protocol knowledge may include:

- informal networking with colleagues
- reading relevant journals
- internet research.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Communication and Teamwork