<table>
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<tr>
<th>Training Package</th>
<th>Tourism, Hospitality and Events (SIT07)</th>
<th>HSC Requirements and Advice</th>
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<tbody>
<tr>
<td>Unit title</td>
<td>Participate in environmentally sustainable work practices</td>
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<tr>
<td>Unit code</td>
<td>SITXENV001A</td>
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<tr>
<td>Competency field</td>
<td>Environmental Sustainability</td>
<td></td>
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<tr>
<td>Sector</td>
<td>Cross-Sector</td>
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<tr>
<td>HSC Indicative Hours</td>
<td>15</td>
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**Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to participate in environmentally sustainable work practices. It requires the ability to measure self-usage of resources effectively, follow predetermined environmentally sustainable work practices, identify and report on breaches and suggest improvements to work activities that will contribute to environmental sustainability and reduce negative environmental impacts.

The unit is the first of three hierarchical service industry units that describe varying levels of participation in work practices that contribute to environmental sustainability. It is equivalent to GCSSUS01A from the Generic Guideline units for Sustainability.

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

**Prerequisite units**

Nil

**Application of the unit**

This unit describes a fundamental skill necessary to participate in environmentally sustainable work practices within the service industries and applies to the full range of industry sectors and environments.

It has particular application to the retail, sport and recreation, accommodation, tour operating and attractions sectors and to those tourism products and services that are delivered in environmentally sensitive areas and which promote environmentally sustainable messages. Many would be nature or ecotourism-based experiences.

All personnel at all levels could apply this skill, but it does describe a basic operational function of minimal complexity.

The unit applies to frontline operational personnel who operate under close supervision and guidance from others during the normal course of their daily activities. They would apply little discretion and judgement because they operate within the predefined organisational procedures for their individual participation in environmentally sustainable work practices.

**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 of competency is packaged, will assist in identifying employability skill requirements.
## Evidence Guide

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

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<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>Context of and specific resources for assessment</th>
<th>Methods of assessment</th>
<th>Assessing employability skills</th>
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| Evidence of the following is essential:  
- project or work activities that show candidates’ ability to identify and integrate environmentally sustainable principles into their work practices and to follow predetermined procedures  
- ability to participate in the improvement of environmental and resource-efficient work practices at own level of responsibility  
- knowledge of the principles of environmental sustainability and means by which they can be incorporated into the workplace. | Assessment must ensure:  
- project or work activities that show candidates’ ability to participate in environmentally sustainable work practices within operationally-realistic service industry environments and within the context of the particular industry sector and business type in which they are working or seeking work  
- access to current regulatory documents distributed by key federal, state or territory, and local government agencies such as plain English legislative publications  
- access to industry codes, standards and accreditation scheme documentation that outline principles and practices for environmental sustainability and resource-efficient approaches  
- access to organisational policies and procedures that relate to resource usage, measurement and reporting and general environmental sustainability practices. | A range of assessment methods should be used to assess the practical skills and knowledge required to participate in environmentally sustainable work practices. The following examples are appropriate for this unit:  
- evaluation of written or verbal reports prepared by the candidate on resource use, measurements of usage, inefficiencies and suggestions for improvements  
- evaluation of checklists on workplace environmental hazards and risks completed by the candidate  
- project activities and problem-solving exercises to allow candidates to identify resource inefficiencies and environmental impacts and apply improved approaches to their own workplace operations  
- evaluation of written or verbal reports that outline suggested measures to reduce environmental impacts of the organisation  
- written and oral questioning or interview to assess knowledge of environmental regulatory requirements, contents of industry codes of conduct and methods for reducing environmental impacts and improving environmental sustainability of operations  
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. | 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. |
### Required Skills and Knowledge

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

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<thead>
<tr>
<th>The following skills <strong>must</strong> be assessed as part of this unit:</th>
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<tr>
<td>• ability to recognise procedures, follow instructions and respond to change</td>
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<td>• communication skills to enable questions and seek clarification relating to environmentally sustainable work practices and to propose and report on suggested improvements to work practices that promote environmental sustainability</td>
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<tr>
<td>• literacy and numeracy skills to interpret workplace policies, plans and procedures that relate to use of resources and the organisation’s environmental sustainability practices</td>
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<td>• ability to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities.</td>
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<th>The following knowledge <strong>must</strong> be assessed as part of this unit:</th>
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<td>• broad understanding of environmental sustainability and the means by which it can be implemented by organisations and individuals in the workplace</td>
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<tr>
<td>• awareness of legislation and regulations imposed by relevant land management agencies and federal, state or territory, and local governments and their relevance to the particular industry sector and workplace</td>
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<tr>
<td>• how to access industry codes of practice, standards and accreditation scheme requirements, and working knowledge of their contents and organisational compliance requirements</td>
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<tr>
<td>• working knowledge of environmental and resource hazards, risks and inefficiencies associated with the particular industry sector and workplace</td>
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<tr>
<td>• relevant environmental and resource-efficiency systems and organisational procedures for own work area</td>
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<tr>
<td>• reporting procedures.</td>
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### HSC Requirements and Advice

**Key Terms and Concepts**

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| 1       | Identify current resources used within the workplace. | 1.1 Identify workplace *environmental and resource efficiency issues*. 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. *Environmental and resource efficiency issues* may include:  
- minimisation of environmental risks and maximisation of opportunities to improve business environmental performance, including:  
  - minimisation of waste through implementation of the waste management hierarchy  
  - efficient energy use, seeking alternative sources of energy  
  - efficient water use  
  - modelling environmentally efficient workplace practices. | **Learning experiences for the HSC must address:**  
A basic awareness of current environmental issues applicable to the hospitality industry including:  
- sustainability  
- waste management  
- energy use and efficiency  
- resource use and efficiency  
- water resource management  
- natural resource management  
- re-use  
- recycling.  
Define:  
- environmental sustainability.  
An awareness of the impact of environmental sustainability on industry and the community.  
Knowledge of environmental responsibilities of staff in accordance with workplace/organisation policy and procedures including:  
- following work instructions, standard operating procedures and inspection processes  
- reporting and communication of environmental issues  
- maintaining environmental records  
  - incident and accident reports  
  - inspection reports.  
An awareness of the workplace/organisation environmental policy. |
| 1.2     | Identify resources used in own work role. | | **Learning experiences for the HSC must address:**  
Define:  
- resource.  
An awareness of a range of resources including:  
- human  
- facilities and technology  
- raw materials  
- stock and supply. |
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**1.3 Measure and document current usage of resources using appropriate techniques.**

*Appropriate techniques* may include:
- examination of invoices from suppliers
- analysis of resource orders placed and resource audits
- observation of usage
- measurements made under different conditions
- examination of relevant information and data
- monitoring equipment.

**Learning experiences for the HSC must address:**

Techniques to collect and measure information regarding workplace/organisation resource consumption including:
- examining resources in work area
- examining invoices from suppliers
- examining relevant information and data
- measuring resource usage under different conditions
- monitoring data
- considering reports from other parties involved in the process of identifying and implementing improvements.

Electronic and manual tools available to document resource use including:
- checklists
- databases
- spreadsheets
- graphs
- stock take tools
- software.

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**1.4 Identify and report workplace environmental hazards to appropriate personnel.**

**Learning experiences for the HSC must address:**

Knowledge of designated personnel in relation to environmental hazard identification and control within the workplace/organisation.

The importance of acting within level of authority in terms of:
- taking initiative
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| 2       | Comply with environmental regulations. | 2.1 Follow procedures to ensure **compliance**. | • problem-solving  
• decision-making.  

**Awareness of organisational structures and lines of reporting.**  

**Appropriate person(s) including:**  
• supervisor/team leader  
• manager  
• trainer.  

**A basic awareness of monitoring and reporting for environmental hazards including:**  
• formal/informal  
• verbal  
• written  
  - checklists  
  - incident and accident reports  
  - inspection reports  
  - registers/logs/files.  

**Learning experiences for the HSC must address:**  

**Define:**  
• compliance.  

**A basic understanding of the difference between:**  
• law  
• by-law  
• regulation  
• best practice.  

**A basic understanding of the main features of relevant environmental legislation and their amendments including:**  
• **Environment Protection and Biodiversity Conservation Act 1999 (Cth)**  
• **Protection of the Environment Operations Act 1997 (NSW)**  
• **Protection of the Environment Operations Amendment Act 2005 (NSW)**  
• **Waste Avoidance and Resource Recovery Act 2001 (NSW)** |
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| 2.2     | Report breaches or potential breaches to appropriate personnel. | Enterprise plans may include:  
- documented policies and procedures  
- work plans to minimise waste and increase efficiency of water use  
- endorsement of accepted industry codes of practice developed by industry associations. | Codes of Practice (WorkCover NSW)  
- Control of Workplace Hazardous Substances.  
Awareness of legislative responsibilities of:  
the workplace/organisation  
an individual worker.  
An awareness of the roles/responsibilities of the NSW Department of Environment and Climate Change (incorporating Environment Protection Authority [EPA]). |
| 3       | Seek opportunities to improve resource efficiency. | Suggestions may include ideas that help to:  
- prevent and minimise risks and maximise opportunities, such as use of solar or other alternative forms of energy where appropriate  
- reduce emissions of greenhouse gases  
- reduce use of non-renewable resources  
- improve energy efficiency  
- increase use of renewable, recyclable, reusable and recoverable resources.  
Workplace practices may involve:  
- administrative, purchasing and product planning activities  
- personal services  
- purchasing stock, equipment and supplies  
- disposal of waste, which can include waste disposal associated with large events as well as that from the workplace | Learning experiences for the HSC must address:  
Awareness of a range of strategies and procedures to work in an environmentally sustainable manner and to minimise the potential negative environmental impacts of work practices including:  
environmental monitoring  
environmental hazard and risk identification and reporting  
use of an environmental management framework  
efficient use of energy and resources  
opportunities for use of alternative forms of energy  
use of renewable, recyclable, reusable and recoverable resources  
minimising emissions of greenhouse gases  
avoidance or minimisation strategies  
- purchasing sustainable products  
- regular maintenance of tools and equipment  
- identifying, reporting and rectifying equipment faults  
- use of biodegradable/non-toxic materials  
waste minimisation  
- accurate measurements and calculations  
- recycling  
- using recyclable products  
- resource efficiency  
- removal and disposal of non-reusable materials in a responsible manner |
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<td></td>
<td></td>
<td>• communicating with suppliers, clients and colleagues</td>
<td>• work materials and consumables</td>
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<td></td>
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<td>• catering and provision of food and beverage</td>
<td>• chemicals and hazardous substances</td>
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<td>• organising and managing activities relevant to the operations of the enterprise</td>
<td>• safe storage of reusable materials in accordance with workplace/organisation policy and statutory requirements</td>
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<td></td>
<td>• providing advice to customers on risks to the environment and how to reduce these.</td>
<td>• containment of loose materials in the workplace (such as litter and waste material).</td>
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<td></td>
<td></td>
<td></td>
<td>Knowledge of workplace/organisation policies and procedures for waste disposal.</td>
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