# Training Package

## Tourism, Hospitality and Events (SIT07v2.3)

## Unit title
Develop and update hospitality industry knowledge

## Unit code
SITHIND001B

## Competency field
Working in Industry

## Sector
Hospitality

## HSC Indicative Hours
20

## Unit descriptor
This unit describes the performance outcomes, skills and knowledge required to develop and update current and emerging information on the hospitality industry, including industry structure, current technology and key environmental, community, legal and ethical issues that must be considered by hospitality industry personnel in their day-to-day work. The unit focuses on the ability to source and comprehend general hospitality industry information and covers the initial and ongoing development of a person's required knowledge base. This information underpins effective performance in the hospitality industry. More specialised and advanced hospitality research and management knowledge is found in other units.

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 key function for all people working in the hospitality industry who require an essential and broad knowledge of the hospitality industry to support all work activities. This unit applies to individuals working within any hospitality industry sector, in any location and for any hospitality organisation type.

It is relevant to those individuals working in any hospitality operational and management role.

## 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.

## 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:  
- ability to source initial and updated hospitality industry information and to apply this to day-to-day activities to maximise effective performance in specific hospitality sector contexts  
- general knowledge of the hospitality industry, including main roles, functions | Assessment must ensure:  
- access to a fully equipped office environment using appropriate computers, printers and communication technology, information programs and publications to facilitate the processes involved in sourcing industry information  
- access to information sources in order to | A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:  
- project to research differing aspects of the hospitality industry and deliver the sourced information in a brief written presentation  
- project activities that allow the candidate to | 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 |
<table>
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<td>and interrelationships of different sectors, with a more detailed knowledge of issues that relate to a specific sector or workplace • general knowledge of the key environmental, legal and ethical issues for the hospitality industry.</td>
<td>conduct research and collect sufficient information • access to industry association membership, codes of conduct and accreditation information • access to plain English documents that describe key hospitality and general workplace legislation.</td>
<td>demonstrate the application of knowledge to specific hospitality industry contexts and situations • case studies and problem-solving exercises to assess application of knowledge to different situations and contexts • written and oral questioning or interview to test knowledge of different sectors of the hospitality industry and their interrelationships, the key content of legislation and industry codes of conduct • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.</td>
<td>relevant units that make up the skill set or qualification and in the context of the job role</td>
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Hospitality Curriculum Framework October 2008 (updated November 2011) SITHIND001B Develop and update hospitality industry knowledge
<table>
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<tr>
<th>Required Skills and Knowledge</th>
<th>HSC Requirements and Advice</th>
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<tr>
<td>The following skills <strong>must</strong> be assessed as part of this unit:</td>
<td>The following knowledge <strong>must</strong> be assessed as part of this unit:</td>
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<tr>
<td>* research skills to identify, interpret and sort relevant information</td>
<td>* sources of general information on the hospitality industry</td>
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<td>* communication skills including active listening and questioning to obtain information and to provide a verbal summary of information</td>
<td>* structure of the hospitality industry; the functions, key characteristics and business interrelationships of the different sectors of the hospitality industry including the distribution roles of the following sectors and functional areas:</td>
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<td>* literacy skills to read and comprehend the content of plain English information documents about legal issues, industry accreditation schemes and codes of conduct</td>
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<td>* writing skills to note take, summarise and record information in basic documents such as information sheets, portfolios and files.</td>
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<td><strong>Key Terms and Concepts</strong></td>
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<tr>
<td>* hospitality industry knowledge</td>
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<tr>
<td>* industry sectors</td>
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<td>* issues of concern</td>
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<td>* legal and ethical issues</td>
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<td>* sources of information</td>
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<td>* technology.</td>
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</table>
**Knowledge cont/d:**

- requirements to maintain the lifestyle of neighbouring residents.
- consumer protection (This would include refund requirements that must be met by hospitality businesses, terms and conditions of quotations and cancellation fees.)
- responsible service of alcohol
- responsible service of gaming
- food safety
- current and emerging technology used in the hospitality industry, including e-business.
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<th>Element</th>
<th>Performance Criteria</th>
<th>Range Statement</th>
<th>HSC Requirements and Advice</th>
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| 1       | Source and apply general information on the structure and operation of the hospitality industry. | 1.1 Identify *sources of information* to understand the structure and operation of the hospitality industry. 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. **Sources of information** on and **opportunities to update knowledge** may include:  
- formal and informal research  
- media  
- reference books  
- legislation or plain English publications describing the law and responsibilities to comply  
- libraries  
- unions  
- industry associations and organisations  
- industry journals  
- computer data, including internet  
- personal observations and experience  
- informal discussions and networking with colleagues  
- industry seminars  
- training courses  
- familiarisation visits to hospitality facilities  
- participation or membership in professional industry associations  
- participation in industry accreditation schemes  
- use of industry codes of conduct or ethics.  
The **hospitality industry** involves a range of sectors and businesses including:  
- accommodation  
- restaurants and cafes  
- hotels and motels  
- clubs  
- casinos  
- industry associations, councils, taskforces, research bodies. | Learning experiences for the HSC must address:  
Basic research skills for:  
- identification of relevant information  
- questioning techniques to obtain information  
- sorting, summarising and presenting information.  
An awareness of sources of current industry information and opportunities to update knowledge.  
Knowledge of how to access and validate sources of information that are relevant to the hospitality industry.  
A range of opportunities to source, access, read and interpret a range of information and relevant workplace documentation in relation to the hospitality industry.  
An understanding of the interrelationship between the hospitality industry and:  
- the tourism industry  
- other related industries.  
An awareness of sectors within the hospitality industry including:  
- accommodation  
- food and beverage  
  - restaurants  
  - cafes  
  - fast food outlets  
  - bars  
  - outside caterers  
- meetings, incentives conventions and events (MICE)  
- clubs  
- gaming  
- entertainment and recreation  
- travel and tours/tourism services  
- visitor information services.  
Knowledge of the industry sectors including:  
- the primary role, function and service(s) offered by hospitality industry.
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| 1.2 Access and comprehend specific information of relevance to the hospitality industry. | **Information** of relevance to the hospitality industry must include:  
- economic and social significance of the hospitality industry, which may relate to:  
  - employment  
  - effect on local amenities and facilities  
  - community role in hospitality  
- role of and impacts on local communities  
- different hospitality markets and their relevance to industry sectors  
- relationships between hospitality and other industries, including:  
  - events  
  - tourism  
  - entertainment  
  - food production  
  - wine production  
  - recreation  
  - retail  
- different sectors and businesses within the industry, their interrelationships and the services available in each sector  
- major hospitality industry bodies and associations  
- environmental issues for hospitality, including:  
  - protection of natural and cultural integrity  
  - minimal impact operations  
  - environmental sustainability  
  - waste management  
  - energy-efficient operations  
  - land ownership  
  - land access and usage  
- industrial relations  
- specific features of the local and regional industry  
- career opportunities within the industry  
- roles and responsibilities of individual staff members in a successful hospitality business, including ethical practices and quality assurance. | each sector  
- example of business in each sector  
- the interrelationship between sectors.  
Identifying and describing the key roles and functions in hospitality enterprises and their interrelationships including:  
- food and beverage  
- front office  
- food production/kitchen  
- housekeeping  
- gaming  
- sales and marketing  
- human resources  
- financial control/accounts  
- maintenance  
- security.  
An awareness of occupational areas within the key departments of the hospitality industry including:  
- food production  
  - head chef  
  - sous chef  
  - kitchen hand  
- food and beverage  
  - head waiter  
  - wine waiter  
- accommodation services  
  - reservation sales agent  
  - guest services agent  
  - room attendant.  
An understanding of:  
- work undertaken in different work areas/ departments/sections  
- interrelationship between work areas/departments/ sections.  
An awareness of career pathways within the hospitality industry and knowledge and skills required for different job roles. |
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| 1.3     | Access and use knowledge of the hospitality industry to *enhance the quality of work performance*. | **Enhancing the quality of work performance** may involve:  
- making contacts with networks for obtaining key information to develop, deliver and improve hospitality operations  
- suggesting new and improved ways of doing things  
- performing work duties within legal, ethical and social guidelines to ensure smooth hospitality operations  
- improving skills, knowledge and productivity to improve hospitality | An understanding of the difference between full-time, part-time, casual and contract employment.  
An understanding of the difference between:  
- an apprenticeship  
- a traineeship.  
An awareness of the following in relation to the hospitality industry in Australia:  
- economic and social significance  
- employment  
- role within and impact on local communities.  
An awareness of employment conditions within the hospitality industry including:  
- industrial award(s)  
- enterprise agreement(s)  
- workplace agreement(s).  
An awareness of current industrial relations issues affecting the hospitality industry.  
An awareness of the primary role/function of industry bodies including:  
- employer/employee groups/professional associations  
- industry bodies and associations  
- unions  
- training. |

**Importance of updating hospitality information in order to:**  
- maintain professionalism  
- ensure quality service  
- promote products and services.  
**Application of industry knowledge to day-to-day activities including:**  
- providing consistent quality service to guests  
- providing information to guests relating to specific products and services. |
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|         |                      | operations by accessing and attending industry professional development courses or activities. | Personal attributes and work ethics of an employee within the hospitality industry including:  
- attendance and punctuality  
- ethical behaviour  
- honesty  
- work performance  
- taking directives  
- attention to detail  
- appropriate dress and personal presentation  
- personal hygiene  
- attitude  
- confidentiality  
- consistency of service  
- safe work practices. |
|         |                      |                  | An overview of the role of employees in quality assurance. |
|         |                      |                  | Self-reflection skills including:  
- recognition of current knowledge and skills  
- identification of  
  - knowledge and skills required for current job  
  - knowledge and skill gaps  
  - learning opportunities to meet potential learning needs and fulfil career aspirations. |
|         |                      |                  | Recognition of learning as an ongoing process and an awareness of opportunities to meet learning needs including:  
- on-the-job and/or off-the-job training  
- seminars/workshops/courses  
- multiskilling/job rotation in current workplace  
- mentoring programs. |
|         |                      |                  | An awareness of evidence of learning including:  
- transcript/qualification  
- work diary  
- supervisor and/or team leader’s report/evaluation/appraisal  
- competency record  
- learning portfolio. |
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| 2       | Source and apply information on legal and ethical issues that impact the hospitality industry. | 2.1 Obtain information on *legal issues* to assist effective work performance. *Legal issues* may include:  
- consumer protection  
- EEO  
- anti-discrimination  
- workplace relations  
- public liability and duty of care  
- licensing  
- land ownership, management and access  
- environmental management risk management  
- OHS. | Learning experiences for the HSC must address:  
A definition of:  
- legal  
- ethical.  
An awareness of the purpose and intent of food safety legislation and regulations including:  
- *Food Act 2003* (NSW) (as amended)  
- *Food Regulation 2010* (NSW) (as amended).  
An awareness of the Food Safety Standards (Australia only) contained in the Australia New Zealand Food Standards Code.  
An awareness of the purpose and intent of legal requirements for a range of areas including:  
- hygiene  
  - *Food Act 2003* (NSW) (as amended)  
- liquor  
  - Responsible Service of Alcohol  
- duty of care of customers  
- environment  
  - *Smoke-free Environment Act 2000* (NSW) (as amended)  
  - *Smoke-free environment Regulation 2007* (NSW) (as amended)  
  - local council regulations  
  - environmental protection  
- gaming  
  - Responsible Conduct of Gaming/Gambling  
- health and safety  
  - *Occupational Health and Safety Act 2000* (NSW) (as amended)  
  - *Occupational Health and Safety Regulation 2001* (NSW) (as amended)  
- workers compensation  
  - *Workers Compensation Act 1987* (NSW) (as amended)  
- consumer protection and trade practices  
  - Australian Consumer Law  
- workplace relations  
  - *Workplace Relations Act 1996* (Cth) (as amended). |
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|            | 2.2 Conduct day-to-day hospitality activities according to legal obligations and *ethical industry practices*. |  | An understanding of the principles of anti-discrimination and an awareness of the intent of the *Anti-Discrimination Act 1977 (NSW)* (as amended). An understanding of the different forms of bullying and harassment in the workplace including:  
- sexual  
- verbal  
- physical  
- psychological.  
An understanding of:  
- workplace policies and procedures designed to prevent discrimination and harassment in the workplace  
- the legal ramifications of inappropriate workplace conduct  
- recourse in the event of inappropriate conduct  
  - reporting complaints  
  - grievance procedures  
  - disciplinary action.  
A basic awareness of the *Privacy Act 1988 (Cth)* including:  
- information privacy principles  
- national privacy principles. |
|            | **Ethical industry practices** may relate to:  
- maintaining the rights and lifestyle conditions of local community residents  
- agreed compliance with codes of conduct, practice or ethics  
- truth and honesty regarding all information given to customers  
- product recommendations  
- declaration of commissions, fees and other charges  
- subcontracting and provision of services as promoted  
- pricing  
- procedures for payment of commissions  
- bookings at venues |
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<td>3</td>
<td>Source and apply information on hospitality industry technology.</td>
<td>3.1 Source and access information on current and emerging technologies that impact on hospitality operations. Technologies that impact on hospitality operations may relate to: current and emerging industry technology, including e-business; internal and industry wide reservation, operations and financial and tracking systems; project management systems; computer-aided design (CAD) systems.</td>
<td><strong>Learning experiences for the HSC must address:</strong> An understanding of the effects of emerging technologies (including e-business) on: current work practices/productivity; employment; work methods/techniques; market conditions/new markets; cost-effectiveness.</td>
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<td>3.2 Identify the potential effects of different technologies on the hospitality operations.</td>
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<td>3.3 Apply knowledge of current and emerging technology in day-to-day work activities.</td>
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<td>4</td>
<td>Update personal and organisational knowledge of the hospitality industry.</td>
<td>4.1 Identify and use a range of opportunities to update knowledge of the hospitality industry.</td>
<td><strong>Learning experiences for the HSC must address:</strong> An awareness of opportunities for updating knowledge including: in-services; training courses; in-house training; reference manuals.</td>
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| 4.2     | Monitor current *issues of concern* to the industry. | *Issues of concern* to the industry may relate to:  
- maintaining organisational and industry profitability by productivity and pricing flexibility  
- industry initiatives  
- government initiatives  
- emerging markets  
- environmental and social issues  
- labour issues  
- industry expansion or retraction. | Learning experiences for the HSC must address:  
A detailed knowledge of at least two current issues of concern to the hospitality industry for example:  
- labour/skills shortage  
- emerging markets  
- competitiveness  
- public liability  
- risk management  
- health and safety  
- social and environmental issues. |
| 4.3     | Share updated information with colleagues, according to organisational procedures, and incorporate into day-to-day work activities | Learning experiences for the HSC must address:  
An understanding of the value of sharing and updating information to:  
- maintain professionalism  
- promote of products and services  
- meet work goals  
- improve customer service  
- promote positive work relations.  
Providing assistance to team members including:  
- formal/informal support  
- mentoring  
- sharing ideas and knowledge.  
Disseminating information through a variety of channels including:  
- direct mail  
- corporate websites and e-newsletters  
- one-to-one communication. |