

## Appendix 1

Source: *Tourism, Hospitality and Events Training Package (SIT07), Volume 1 – Assessment Guidelines*

### **Assessment in the Tourism, Hospitality and Events industries**

Following is a summary of assessment requirements for units of competency contained in SIT07 Tourism, Hospitality and Events Training Package.

#### **Assessment requirements**

##### **Context of assessment and resource requirements**

For valid and reliable assessment, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the workplace supervisor and/or an experienced industry person. The ultimate outcome of the assessment process must be validated by an RTO.

Competency should be demonstrated in a range of situations which may include customer service situations and involvement in other related activities normally expected in the industry environment.

Assessment should be undertaken in an environment that meets industry relevant industry regulations, legislation and codes of practice.

Specific assessment environments are identified in each unit of competency and the conditions, equipment and resources required for these environments are described in detail in the ‘Assessment environment’ section below.

##### **Assessment methods**

All units identify assessment methods appropriate to the individual unit of competency. This may include observation of workplace tasks, written or oral questioning to assess knowledge, completing workplace documents and role plays.

##### **Integrated assessment**

An integrated approach to assessment brings together a number of units of competency that reflect actual workplace requirements, and involves designing integrated assessment activities to collect evidence for a number of units together.

Some units include suggested units which can be grouped together for integrated assessment. However all units that relate to a job function can be combined into an integrated assessment.

##### **Holistic units**

Some units in SIT07 Tourism, Hospitality and Events Training Package are designed to support the integration of the full range of individual organisational and technical skills that make up a job role. These units require demonstration of integrated skills on multiple occasions within the specified industry environment. It would be expected that this would be achieved through an Australian Apprenticeship pathway, or a significant period of work experience in industry to allow collection of sufficient evidence.

It is expected that final assessment of these units will be conducted following the completion of other units required for a qualification. However, the collection of evidence will take place over a period of time, and may commence prior to completion of other required units.

These units are:

- SITHASC027A Prepare, cook and serve Asian food for food service
- SITHASC028A Prepare, cook and serve Asian food for menus
- SITHCCC027A Prepare, cook and serve food for food service
- SITHCCC028A Prepare, cook and serve food for menus
- SITHFAB020A Apply food and beverage skills in the workplace
- SITHFAB021A Provide and coordinate food and beverage service
- SITHIND002A Apply hospitality skills in the workplace
- SITHIND003A Provide and coordinate hospitality service.

## **Evidence required for demonstration of consistent performance**

For valid and reliable assessment, evidence should generally be gathered through a range of methods and over a period of time to indicate consistent performance. Some units specify a minimum number of occasions on which skills must be demonstrated.

Evidence can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

## **Prerequisite and co requisite requirements at unit level**

Prerequisite and co requisite requirements at the unit of competency level have been kept to a minimum to minimise unnecessary barriers. Individual prerequisite and co-requisite requirements are specified within each unit of competency where they apply, and a summary of all prerequisite and co-requisite requirements is included in the Preliminary Information to this Training Package.

## **Assessment environment**

Assessment of skills for the tourism, hospitality and events industry should in general be conducted in the workplace. However, assessment in the workplace is not always possible, nor even always appropriate. Wherever assessment is conducted, however, it is vital that the assessment environment is as industry realistic as possible. It is therefore essential that assessment is conducted using suitable resources and equipment and under industry-relevant workplace conditions.

This involves:

- appropriate environments as specified in the 'Context of and specific resources for assessment' section within each unit (specific requirements for each location are detailed on the following pages)
- adequate, up-to-date equipment and technology that reflect current industry practices
- speed and timing for tasks typical for a commercial operation
- productivity to reflect industry expectations
- integration of multiple tasks and application of multiple competencies simultaneously
- dealing with multiple and varied customers\* and team members
- interruptions to work typical of the workplace
- dealing with multiple and varied problems in given timeframes
- integration into work of health and safety issues, employability skills and compliance demands
- sufficient customer traffic that accurately reflects the complexity of the role and allows candidates to deal with multiple tasks simultaneously.

\* A customer is a person or organisation who pays for a product or service (or is the invited guest of someone who is paying) and therefore would expect the product and service to be of equivalent standard to that provided in a commercially viable business.

For example, in the case of in a training restaurant, it is any person, other than a student/staff member currently undertaking/teaching this unit of competency, who either pays for, or is invited to consume, a meal prepared, cooked and served by trainees.

Assessors would be required to use professional judgement based on their industry experience to make this determination.

## **Industry environments and contexts**

Individual units of competency include, where relevant, an identification of the specific environment required for assessment. In addition to the broad requirements specified above, assessment in these environments will require a range of equipment and resources specific to the industry context.

The following list provides details of the resources and equipment requirements for each of the assessment environments specified within each unit of competency. Additional resource requirements may apply for specific units of competency; these are listed within the units.

Requirements for the following environments are detailed below:

- operational commercial kitchen
- kitchen storage area
- food preparation area
- operational restaurant or dining area
- accommodation environment
- accommodation front office environment.

Specific per-person equipment ratios specified in the following lists relate to the availability of these resources for the purposes of assessment. It is assumed that the same piece of equipment may be accessed by multiple candidates at different times.

Industry acknowledges that not all businesses have the resources specified and expects that a partnership between the workplace and the RTO will allow access to the resources specified for the purposes of training and assessment.

## Hospitality Environments

### ❖ Operational commercial kitchen

#### *Fixtures and large equipment:*

- stainless steel benches (1.5 m/person) or equivalent benches that comply with health department standards
- microwave
- salamander or other form of griller (one per 4 persons)
- commercial dishwasher
- bain marie or hot box
- double sink
- slicing machine
- commercial oven (1 per 2 persons)
- commercial refrigeration unit with shelving
- burners (2 burners per 1 person)
- freezer unit
- deep-fryer
- commercial mixer
- hot plate, grill or griddle
- food processor and accessories
- garbage area.

#### *Small equipment:*

- appropriate cutlery and crockery
- storage facilities and containers for hot and cold storage
- colour-coded cutting boards, in material other than wood
- moulds and forms
- baking sheets and trays
- assorted pans and frypans, including stainless steel, cast iron, iron and non stick
- assorted stainless steel mixing bowls
- scales
- sharpening steel and assorted cooks knives, including boning, utility, filleting, carving and bread
- wooden spoons, scrapers and spatulas
- serving spoons, ladles and measuring spoons
- tongs and serving utensils
- small utensils, including pastry brush, fruit corers, cooking thermometer, vegetable peelers and graters
- whisks, including fine and coarse stainless steel wire
- first aid kit and manual
- ordering and docketing system
- fire blanket and extinguishers
- personal protective clothing, including cook's uniform and food handler's gloves.

#### *Cleaning materials and equipment:*

- detergents
- tea towels
- sponges, brushes and scourers
- separate hand basin and soap dispenser
- hand towel dispenser
- garbage bins and bags
- disinfectant.

### ❖ **Kitchen storage area**

- designated storage areas (dry and dairy)
- nominated delivery area
- scales, including scales for weighing large quantities
- temperature probe/thermometer
- cleaning materials and separate storage
- freezer
- appropriate recording systems, such as colour-coded food labels
- storage trays and equipment
- suitable storage shelves
- scissors or secateurs
- lifting and transporting equipment, such as trolleys.

### ❖ **Food preparation area**

#### *Fixtures and large equipment:*

- stainless steel benches (1.5 m/person) or equivalent benches that comply with health department standards
- burner
- griller
- slicing machine
- sink
- refrigeration unit with shelving
- storage facilities.

#### *Small equipment:*

- assorted pots and pans
- sharpening steel and assorted cook's knives, including utility and bread
- small utensils, including fruit corers, vegetable peelers and graters
- sandwich cutting templates and guides
- appropriate receptacles for presentation and display purposes
- platters, boards and trolley for presentation where required
- tongs and serving utensils
- colour-coded cutting boards in a material other than wood
- can opener
- cling film and aluminium foil
- packaging materials
- containers for hot and cold storage
- appropriate crockery
- ordering/docketing system
- personal protective clothing, including food handler's gloves.

#### *Cleaning materials and equipment:*

- garbage bins and bags
- sponges, brushes and scourers
- hand towel dispenser
- disinfectant and detergents
- separate hand basin and soap dispenser.

## ❖ Operational restaurant or dining area

### *Fixtures and large equipment:*

- minimum of 5 tables (small 2s or 4s)
- minimum of 15 chairs
- waiter's station or equivalent
- 2 sideboards (or table substitutes)
- point-of-sale system, including credit card and EFTPOS facilities
- access to a bar.

### *Small equipment:*

- tablecloths and selected linen or serviettes
- crockery, including side plates, main plates, dessert bowls, coupes, entrée plates and soup bowls
- cruets and pepper mills
- cutlery, including main and entrée knives and forks, soup and dessert spoons, teaspoons, side knives and specialised cutlery or equipment in line with menu
- milk and sugar containers
- butter dishes and curlers
- coffee and tea pots
- water jugs
- bread baskets
- menus and wine lists
- cleaning equipment
- docket books or computerised ordering system
- standard range of glassware for the service of:
  - wine: red, white, sparkling and fortified
  - cocktails
  - soft drinks and water
  - spirits
  - beer.

### *For beverage service:*

- post-mix system
- glass washer
- ice making facilities
- refrigeration unit
- wine, spirit and beer cellar or storage
- small cocktail making equipment
- drink trays for table service
- spirit dispensing system
- bar with washable work benches with sink and hot and cold water
- ice buckets, wine stands or alternative
- waiter's cloths or alternative
- appropriate wines
- waiter's friend.

## ❖ Accommodation environment

### *Fixtures and room equipment:*

- various guest rooms with different sized beds e.g. twin, king-size, double, queen-size, family and suite
- dressing tables
- bed linen and pillows
- stocked mini bar or refrigerator
- telephone
- chairs
- toilet
- vanity unit and hand basin
- towels and bathrobes
- toilet rolls and tissues
- iron and ironing board
- air conditioner or ceiling fan
- wardrobe and coat hangers
- wall mirrors
- tea and coffee making facilities
- glasses, crockery and cutlery
- television and VCR (or DVD)
- lamps and light fittings
- radio or alarm clock
- shower, bath or spa
- toiletries, such as soap, hand lotion, shampoo and shower cap
- promotional and guest material, including brochures
- fire extinguishers
- door signage and door stoppers
- hair dryer
- compendium, stationery and pens
- laundry bags and lists
- guest literature, such as directory of services, menus, information guide, street directory, television and movie guides, and mini bar list
- waste paper bin and liners.

### *Cleaning equipment:*

- vacuum cleaner
- appropriate cleaning chemicals, detergents, deodorisers, polishes and sanitisers
- specific cleaners, including, glass, multi-surface, cream and acid
- range of cloths, including dry, wet, lint-free and dusting
- toilet brush and toilet cleaning cloth
- protective gloves
- bucket, mop and floor rags
- chemical hazard charts and material safety data sheets.

❖ **Accommodation front office environment**

- reception desk or sales counter
- filing or storage cabinets
- brochure display racks and product displays
- computers, monitors, keyboards, mouse and mouse pads
- storage for computer data – hard disc, CDs and memory sticks
- printers and scanners, printer ink or toner
- telephone lines and equipment, including answering machine or voicemail
- access to the internet and email
- photocopier
- facsimile machine or computer-based equivalent
- computer software and applications, including:
  - computer operating system
  - word processing
  - spreadsheets
  - databases
  - electronic presentation, such as PowerPoint
  - specialist software, such as for computerised reservations
  - accounting and bookkeeping.

## **Assessment of imported units of competency**

The Tourism, Hospitality and Events Training Package includes a number of units of competency imported from the following endorsed Training Packages:

- BSB01 Business Services Training Package
- CUE03 Entertainment Training Package
- CUF01 Film, TV, Radio and Multimedia Training Package
- CUL04 Museum and Library/Information Services Training Package
- CUS01 Music Training Package
- CUV03 Visual Arts, Craft and Design Training Package
- FDF03 Food Processing Industry Training Package
- FNS04 Financial Services Training Package
- HLT07 Health Training Package
- ICA05 Information and Communications Technology Training Package
- PRS03 Asset Security Training Package
- SIR07 Retail Services Training Package
- SRO03 Outdoor Recreation Training Package
- TDT02 Transport and Distribution Training Package.

For guidance on assessment of imported units of competency, check the Assessment Guidelines of the originating Training Package by referring to a hard copy, or accessing the National Training Information Service (NTIS) at [www.ntis.gov.au](http://www.ntis.gov.au).