

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Participate in environmentally sustainable work practices		
Unit code	Competency field	Sector	HSC Indicative Hours
SITXENV001A	Environmental Sustainability	Cross-Sector	15
Unit descriptor	<p>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.</p> <p>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.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>		
Prerequisite units	Nil		
Application of the unit	<p>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.</p> <p>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.</p> <p>All personnel at all levels could apply this skill, but it does describe a basic operational function of minimal complexity.</p> <p>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.</p>		
Employability skills	<p>The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.</p>		

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • 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. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • 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. 	<p>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:</p> <ul style="list-style-type: none"> • 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. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	<p>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.</p> <p>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.</p>

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • ability to recognise procedures, follow instructions and respond to change • 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 • literacy and numeracy skills to interpret workplace policies, plans and procedures that relate to use of resources and the organisation's environmental sustainability practices • ability to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • broad understanding of environmental sustainability and the means by which it can be implemented by organisations and individuals in the workplace • 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 • how to access industry codes of practice, standards and accreditation scheme requirements, and working knowledge of their contents and organisational compliance requirements • working knowledge of environmental and resource hazards, risks and inefficiencies associated with the particular industry sector and workplace • relevant environmental and resource-efficiency systems and organisational procedures for own work area • reporting procedures. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • environmental hazards/risks • environmental issues • environmentally sustainable work practices • resource consumption • resource efficiency • sustainability.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Identify current resources used within the workplace.	1.1 Identify workplace <i>environmental and resource efficiency issues</i> .	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Environmental and resource efficiency issues</i> may include:</p> <ul style="list-style-type: none"> • minimisation of environmental risks and maximisation of opportunities to improve business environmental performance, including: <ul style="list-style-type: none"> - 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. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of current environmental issues applicable to the tourism and events industries including:</p> <ul style="list-style-type: none"> • sustainability • waste management • energy use and efficiency • resource use and efficiency • water resource management • recycling/re-use . <p>Define:</p> <ul style="list-style-type: none"> • environmental sustainability. <p>An understanding of the environmental responsibilities of staff in accordance with workplace/ organisation policy and procedures including:</p> <ul style="list-style-type: none"> • following work instructions, standard operating procedures and inspection processes • reporting and communication of environmental issues • maintaining environmental records <ul style="list-style-type: none"> - incident and accident reports - inspection reports.
	1.2 Identify resources used in own work role.		<p>Learning experiences for the HSC must address:</p> <p>Define:</p> <ul style="list-style-type: none"> • resource. <p>An awareness of a range of resources including:</p> <ul style="list-style-type: none"> • human resources • facilities and equipment • raw materials • stock and supply. <p>Awareness of the potential environmental threat of types of resources commonly used in the tourism and events industries including:</p> <ul style="list-style-type: none"> • materials <ul style="list-style-type: none"> - paper

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			<ul style="list-style-type: none"> - plastic - hazardous materials • energy • equipment and associated consumables.
	<p>1.3 Measure and document current usage of resources using <i>appropriate techniques</i>.</p>	<p><i>Appropriate techniques</i> may include:</p> <ul style="list-style-type: none"> • 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. 	<p>Learning experiences for the HSC must address:</p> <p>Techniques to collect and measure information regarding workplace/organisation/venue resource consumption including:</p> <ul style="list-style-type: none"> • examining resources in work area • examining invoices from suppliers • examining/monitoring relevant information and data • measuring resource usage under different conditions. <p>An awareness of electronic and manual tools available to measure and document resource use including:</p> <ul style="list-style-type: none"> • checklists • databases • spreadsheets • graphs • stock control tools • software.
	<p>1.4 Identify and report workplace environmental hazards to appropriate personnel.</p>		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of designated personnel in relation to environmental hazard identification and control within the workplace/organisation.</p> <p>The importance of acting within level of authority in terms of:</p> <ul style="list-style-type: none"> • taking initiative • problem-solving • decision-making. <p>Awareness of organisational structures and lines of reporting.</p> <p>Appropriate person(s) to whom to report including:</p> <ul style="list-style-type: none"> • supervisor/team leader

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			<ul style="list-style-type: none"> • manager • trainer. <p>An awareness of monitoring and reporting for environmental hazards including:</p> <ul style="list-style-type: none"> • formal/informal • verbal • written <ul style="list-style-type: none"> - checklists - incident and accident reports - inspection reports - registers/logs/files.
2	<p>Comply with environmental regulations.</p> <p>2.1 Follow procedures to ensure compliance.</p> <p>2.2 Report breaches or potential breaches to appropriate personnel.</p>	<p>Compliance may include:</p> <ul style="list-style-type: none"> • meeting relevant federal, state or territory, and local government laws, by-laws and regulations • meeting the requirements of industry codes of conduct to which the organisation subscribes • meeting the requirements of industry accreditation schemes to which the organisation subscribes. 	<p>Learning experiences for the HSC must address:</p> <p>Define:</p> <ul style="list-style-type: none"> • compliance. <p>A basic understanding of the difference between:</p> <ul style="list-style-type: none"> • an act • a regulation • codes of practice. <p>Awareness of the main features and intent of environmental legislation including:</p> <ul style="list-style-type: none"> • <i>Protection of the Environment Operations Act 1997</i> (NSW) and amendments • Codes of Practice (WorkCover NSW) <ul style="list-style-type: none"> - Control of Workplace Hazardous Substances.
3	3.1 Follow enterprise plans to improve environmental practices and resource efficiency.	<p>Enterprise plans may include:</p> <ul style="list-style-type: none"> • 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. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of a range of strategies and procedures to work in an environmentally sustainable manner in a tourism or events environment and to minimise the potential negative environmental impacts of work practices including:</p>

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	<p>3.2 Make <i>suggestions</i> for improvements to <i>workplace practices</i> in own work area.</p>	<p><i>Suggestions</i> may include ideas that help to:</p> <ul style="list-style-type: none"> • 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. <p><i>Workplace practices</i> may involve:</p> <ul style="list-style-type: none"> • 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 • communicating with suppliers, clients and colleagues • catering and provision of food and beverage • organising and managing activities relevant to the operations of the enterprise • providing advice to customers on risks to the environment and how to reduce these. 	<ul style="list-style-type: none"> • efficient use of energy and resources • opportunities for use of alternative forms of energy • use of renewable, recyclable, reusable and recoverable resources • avoidance or minimisation strategies <ul style="list-style-type: none"> - purchasing sustainable products - regular maintenance of tools and equipment - identifying, reporting and rectifying equipment faults - use of biodegradable/non-toxic materials • waste minimisation <ul style="list-style-type: none"> - accurate measurements and calculations - recycling - using recyclable products • removal and disposal of non-reusable materials in a responsible manner <ul style="list-style-type: none"> - work materials and consumables - chemicals and hazardous substances. <p>Knowledge of workplace/organisation policies and procedures for waste disposal.</p>