

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Address protocol requirements		
Unit code	Competency field	Sector	HSC Indicative Hours
SITXCOM006A	Communication and Teamwork	Cross-Sector	15

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.
Prerequisite units	Nil
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.
Employability skills	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.

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
Evidence of the following is essential : <ul style="list-style-type: none"> • 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. 	Assessment must ensure: <ul style="list-style-type: none"> • use of current protocol information. 	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> • 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. 	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.

		Methods of assessment cont/d	
		Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> • SITXCOM005A Make presentations. 	

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.

Element	Performance Criteria	Range Statement
1 Source information on appropriate protocol.	1.1 Assess the need for protocol to be followed in given <i>work contexts</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>Work contexts</i> that require consideration of protocol issues may include:</p> <ul style="list-style-type: none"> • event organisation, including: <ul style="list-style-type: none"> - civic receptions - formal parades - freedom of city ceremonies - national day receptions - citizenship ceremonies - private functions • general business administration • marketing.
	1.2 Identify relevant <i>sources of protocol information</i> .	<p><i>Sources of protocol information</i> may include:</p> <ul style="list-style-type: none"> • libraries • internet • federal, state or territory, and local government protocol departments • Aboriginal Land Councils • Australia Day Councils • Office of the United Nations.
	1.3 Interpret relevant protocol information to inform work practice.	
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.	<p><i>Specific work activities</i> that require integration of protocol may include:</p> <ul style="list-style-type: none"> • 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.
	2.2 Integrate the correct use of protocol into work activities.	
	2.3 Liaise with colleagues and other stakeholders to determine appropriate protocol requirements.	

Element	Performance Criteria	Range Statement
	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> .	<p><i>Opportunities to update protocol knowledge</i> may include:</p> <ul style="list-style-type: none"> • informal networking with colleagues • reading relevant journals • internet research.
	3.2 Share updated knowledge with customers and colleagues as appropriate, and incorporate into day-to-day working activities.	