

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.

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:

- tourism office
- touring environment
- events context.

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.

Tourism Environments

❖ Tourism office

- desk and chair
- 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.

❖ Touring environment

Due to the diverse range of possible touring contexts, general resources and equipment for a touring environment are not identified here. Specific resources are identified within individual units.

As a general rule, a commercially realistic touring environment could include any:

- destinations and places of general interest within the destinations
- local or regional areas
- tourist precincts
- sites, such as natural, cultural and heritage sites and centres, museums, art galleries, industrial sites and national parks
- remote area locations
- attractions, such as theme parks, zoos and wildlife reserves or parks
- camp sites
- transportation terminals for air, cruise, rail or coach travel
- style of tour, including walking, adventure tour, special interest tour, incentive tour, pre or post-conference tour, educational tour, nature-based or ecotour, group tour, individual tour or extended touring program
- tour onboard any form of transportation, including coaches, vehicles, vessels and aircraft

The operational elements of a commercial tour include use of equipment and resources and access to customers with whom the guide interacts.

Events Context

Any specific resources and equipment required for demonstration of competence in Events units are identified within each unit of competency. However, candidates achieving competency in Events units must be assessed in the context of planning for and operating real events and events of sufficient scope to allow for the demonstration of a fully-developed range of skills. Commercial, community or business relevance must be a feature of events used for assessment purposes. Small personal events are not appropriate as a means of assessing a candidate's skills.

Events units at a coordination and management level refer to the notion of a 'complex event comprising multiple components' and this is a key assessment requirement. Candidates must be able to show that they are able to plan and manage the complex interrelated elements of an event in 'real time'. This would involve:

- the need for a comprehensive and multifaceted project event plan
- the need for a formal internal or external communications strategy
- a dedicated and diverse project event budget
- multiple administrative components
- multiple operational components
- involvement of a wide range of stakeholders
- a project and event operations team.

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.