



B O A R D O F S T U D I E S
NEW SOUTH WALES

Tourism Curriculum Framework Stage 6

Resource List

2002

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Tourism Curriculum Framework Stage 6 Tourism Resource List

The principal resources for planning and implementing courses from the Tourism Curriculum Framework are the syllabus documents Parts A and B and the endorsed components and support materials of the Tourism Training Package.

Part A of the syllabus contains general advice about the Tourism Curriculum Framework and describes course structures and requirements, including work placement. For HSC accreditation the delivery of all courses in Tourism must comply with the structures and requirements described in Part A.

Part B of the syllabus contains the text of the units of competency from the Tourism Training Package that have been included in the framework. Part B must be used in the delivery of all HSC Tourism courses.

The syllabus documentation for the Tourism Curriculum Framework also includes a Tourism Competency Record for recording assessment activities and student achievement of competency. The use of the Competency Record is recommended but is not mandatory. RTOs may choose to design an alternative form of competency record or use versions produced by industry bodies.

The Tourism Support Document contains materials and advice intended to assist teachers and trainers in the initial implementation and delivery of hospitality courses within the framework.

Industry Curriculum Framework documentation

Syllabus Part A Course Structures and Requirements	Syllabus Part B Units of competency and HSC requirements	Competency Record	Support Document
Specimen HSC Examination Paper	Sample Marking Guidelines	Draft Performance Bands	Resource List

The Board has also developed the *Stage 6 Industry Curriculum Frameworks Support Document for Students with Special Education Needs*.

Parts A and B of the syllabus are available in hard copy from the Board of Studies and may also be accessed on the Board's website (<http://www.boardofstudies.nsw.edu.au>). The Competency Record, the support documents and the resource list may be accessed through the website.

Following is a list of training package materials and additional resources that may be suitable for supporting implementation of the framework. This resource list is intended as a starting point for teachers and is not a definitive or prescriptive list of resources.

Resource List

Resource	Summary
Training Package	
<p><i>THH02 Hospitality Training Package and THT02 Tourism Training Package</i></p> <p>Volume 1 Qualifications, Assessment Guidelines and Supporting Information</p> <p>Volume 2 General Competency Standards for Tourism and Hospitality</p> <p>Volume 3 Competency Standards for Tourism</p> <p>Volume 4 Competency Standards for Hospitality</p> <p>ISBN 0 642 79800 1 Version 1.00 20/03/2002</p>	<p>The endorsed components of the Tourism Training Package are copyright Australian National Training Authority (ANTA) and available from:</p> <p>Australian Training Products Ltd Level 25, 150 Lonsdale Street Melbourne VIC 3000 Phone: (03) 9655 0600 Fax: (03) 9639 4684 Email: sales@atpl.net.au http://www.atpl.net.au</p> <p>Tourism Training Australia Level 4, 64 Clarence Street Sydney NSW 2001 Phone: (02) 9290 1055 Fax: (02) 9290 1001 Email: tta@ozemail.com.au http://www.tourismtraining.com.au</p> <p>ANTA copyright conditions allow teachers and trainers to copy materials for use within their own training organisation or a workplace where training is being conducted. The exact text of ANTA copyright conditions is reproduced in the front of the syllabus.</p> <p>Endorsed components of the Training Package are also available via the National Training Information System (NTIS) website: http://www.ntis.gov.au</p> <p>The units of competency included in the Tourism Curriculum Framework are reproduced in Part B of the syllabus.</p>
Training Package Support Materials	
<p>Australian National Training Authority, 1999, <i>Training Package Resources for VET in Schools: Approaches to Delivery and Assessment in Tourism 1</i>, Curriculum Corporation, Carlton South. ISBN 1 86366 452 1</p> <p>Australian National Training Authority, 1999, <i>Training Package Resources for VET in Schools: Approaches to Delivery and Assessment in Tourism 2</i>, Curriculum Corporation, Carlton South. ISBN 1 86366 467 X</p>	<p>These resources were developed in consultation with industry, school and TAFE systems and Boards of Studies across Australia. They have been distributed to all secondary schools.</p> <p>They contain resources and activities to support delivery of Certificate II in Tourism (Operations) that can be used for teaching and learning and/or assessment and as exemplars for developing other resources and activities.</p> <p>Each volume addresses three units of competency from the Tourism Training Package.</p>

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<p>Australian National Training Authority, 1999, <i>Training Package Resources for VET in Schools: Approaches to Delivery and Assessment in Tourism 3</i>, Curriculum Corporation, Carlton South. ISBN 1 86366 468 8</p>	<p>These resources are available from the Curriculum Corporation and can also be accessed via the Curriculum Corporation VET in Schools website at http://www.curriculum.edu.au/vetis</p> <p>The other resources in this series, particularly those for Hospitality, also provide material suitable for adaptation for delivery and assessment of courses in Tourism.</p> <p>Note: Resources based on the previous Training Package should be checked for relevance to the new Training Package.</p>
<p>Trainer Guides – Tourism</p> <p>THHCOR01A <i>Work with colleagues and customers</i></p> <p>THHCOR02A <i>Work in a socially diverse environment</i></p> <p>THHCOR03A <i>Follow health, safety and security procedures</i></p>	<p>Notes on training delivery, individual topics, assessment strategies and overheads. These resources are available from Tourism Training Australia.</p> <p>Note: Workbooks based on the previous Training Package should be checked for relevance to the new Training Package.</p> <p>For further information contact: Tourism Training Australia Level 4, 64 Clarence Street Sydney 2001 Phone: (02) 9290 1055 Fax: (02) 9290 1001</p>
<p>Trainee Workbooks – Tourism</p> <p>THHCOR01A <i>Work with colleagues and customers</i></p> <p>THTTCO01A <i>Develop and update tourism industry knowledge</i></p> <p>THTSOP02A <i>Source and provide destination information and advice</i></p> <p>THTSOP03A <i>Access and interpret product information</i></p> <p>THTSOP06A <i>Receive and process reservations</i></p> <p>THTSOP09A <i>Process non-air documentation</i></p>	<p>Summary of competency information, individual topics with activities and suggested assessment strategies for on and off the job training. Available from Tourism Training Australia.</p> <p>Note: Workbooks based on the previous Training Package should be checked for relevance to the new Training Package.</p>

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Resource	Summary
TAFE NSW Tourism modules	
<p>A range of Learner Resource documents are available for the following units of competency:</p> <p>THHCOR01B <i>Work with colleagues and customers</i></p> <p>THHCOR02B <i>Work in a socially diverse environment</i></p> <p>THHCOR03B <i>Follow health, safety and security procedures</i></p> <p>THTTCO01B <i>Develop and update tourism industry knowledge</i></p> <p>THHGCS01B <i>Develop and update local knowledge</i></p> <p>THHGCS02B <i>Promote products and services to customers</i></p> <p>THHGCS03B <i>Deal with conflict situations</i></p> <p>THHGFA01B <i>Process financial transactions</i></p> <p>THHGGA01B <i>Communicate on the telephone</i></p> <p>THHGGA02B <i>Perform office procedures</i></p> <p>THTFAT01B <i>Provide on-site information and assistance</i></p> <p>THTSOP02B <i>Source and provide destination information and advice</i></p> <p>THTSOP03B <i>Access and interpret product Information</i></p> <p>THTSOP05B <i>Prepare quotations</i></p> <p>THTSOP06B <i>Receive and process reservations</i></p> <p>THTSOP09B <i>Process non-air documentation</i></p> <p>THTFME01B <i>Co-ordinate guest and delegate registrations at venue</i></p> <p>THTFTG07B <i>Research and share general information on Australian Indigenous cultures</i></p>	<p>A list of the relevant TAFE NSW modules, together with a mapping of the modules to units of competency in the Tourism Training Package, is included in Section 2 of the Tourism Curriculum Framework Stage 6 Support Document.</p> <p>It is recommended that teachers consult the units of competency directly before selecting material from modules to support delivery.</p> <p>TAFE teachers may access the modules and Guidelines to Teachers via the TAFE intranet.</p> <p>Other RTOs may obtain TAFE modules from the New South Wales Curriculum Clearinghouse. The Clearinghouse is a service provided by TAFE NSW on behalf of the Department of Education and Training. The purpose of the Clearinghouse is to make NSW Crown Copyright accredited courses, module descriptors and a range of curriculum and training products available to the public.</p> <p>TAFE Learner Resources are currently under revision to align to the Tourism Training Package (THT02).</p> <p>For enquiries and any updates contact:</p> <p>Manufacturing and Engineering Division Resource Department TAFE Unit 3, 61-71 Rookwood Road Yagoona NSW 2199</p> <p>or</p> <p>PO Box 218 Bankstown NSW 2200 Phone: (02) 9793 3347 Fax: (02) 9793 3242</p>

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Other Teaching and Learning Materials	
<p>Braithwaite, Penny and Werner, Leanne, 1997, <i>Hospitality Teacher Resource Book</i>, McGraw Hill Australia, Roseville, NSW. ISBN 0 0747 0496 6</p>	<p>This is a book of multiple-choice questions focusing on the core units.</p>
<p>Chiplin, J, 2001, <i>Hospitality Core Units</i>, Hospitality Books, Putney, NSW. ISBN 0 9577 0342 2</p>	<p>Core units are covered in this publication.</p>
<p>Collin, P, 1994, <i>Dictionary of Hotels, Tourism and Catering Management</i>, Peter Collin Publishing Ltd. ISBN 0948549408</p>	<p>This book covers aspects of the hotel, tourism and catering management trades.</p>
<p>Essential Managers Series: Brookson, S, 2001, <i>Understanding Accounts</i>. ISBN 0 7513 1216 9 Heller, R, 1999, <i>Selling Successfully</i>. ISBN 0 7513 0769 6 Heller, R, 1998, <i>Communicate Carefully</i>. ISBN 0 7513 0630 4 Heller, R, 1998, <i>Managing Teams</i>. ISBN 0 7513 0628 2 Hindle, T, 1998, <i>Manage your Time</i>. ISBN 0 7513 0530 8 Hindle, T, 1998, <i>Negotiating Skills</i>. ISBN 0 7513 0528 6 Osborne, C, 2002, <i>Dealing with Difficult People</i>. ISBN 0 7513 1289 4 Dorling Kindersley, London. www.dk.com</p>	<p>Pocket book series providing information on a range of areas relevant to the hospitality and tourism industries.</p>
<p>Fitzgerald, Helen, 2002, <i>Cross-cultural Communication</i>, 2nd ed, Hospitality Press, Elsternwick, Vic. ISBN 186250 4725</p>	<p>This book addresses content from the unit <i>Work in a socially diverse environment</i>.</p>
<p>Harris, R and Howard, J, 2003, <i>Dictionary of Travel, Tourism and Hospitality Terms</i>, 2nd ed, Hospitality Press, Melbourne. ISBN 1862 505 047</p>	<p>This resource provides definitions for a range of industry terms, acronyms, abbreviations and codes used in the Australian and New Zealand travel and tourism industry.</p>
<p>Howard, J and Harris, R, 2000, <i>The Australian Travel Agency</i>, 3rd ed, McGraw Hill, Sydney. ISBN 0074 707 85X</p>	<p>Reference material</p>

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Resource	Summary
HRT Solutions, <i>Training Resources Designed for Use in Hospitality Programs</i>	HRT produce a range of resources addressing all core units of competency including powerpoint and overhead presentations, cue cards, training games, picture scenarios, article activities and wall charts www.hrtsolutions.com
Johnson, D, 1997, <i>Introduction to Travel and Tourism</i> , McGraw Hill, Sydney.	Reference material
Lockwood, A and Medlik, S, (Eds), 2002, <i>Tourism and Hospitality in the 21st Century</i> , Butterworth Heinemann, UK. ISBN 0750 65627 1	An examination of the tourism and hospitality industry in the 21st Century. It explores global patterns, reviews tourism and hospitality research, and examines current and likely future trends and developments.
Kerr, N and Yates, B, 1999, <i>Developing Office Skills</i> 4th ed, Longman, South Melbourne. ISBN 0733 999 14X	This book covers content from the unit <i>Perform office procedures</i> .
Medlik, S, 2002, <i>Dictionary of Travel, Tourism and Hospitality</i> 3rd ed, Butterworth Heinemann, UK. ISBN 0750 65650 6	Reference material.
<i>Occupational Health and Safety Bulletin</i> , published by Crown Content www.crowncontent.com.au	This fortnightly bulletin looks at current health and safety issues, compliance updates and detailed case studies from across Australia. Annual subscription \$450 (2002 pricelist). Contact details: Phone: (03) 9329 9800 Fax: (03) 9329 9698
O'Shannessy V, Minett, D and Hyde, G, 2001, <i>The Road to Tourism: Skills for the New Professional</i> , Pearson Education Australia, Sydney. ISBN 1740096126	This book addresses content from the core units.
Open Training and Education Network (OTEN) www.oten.edu.au/oten/	OTEN produce a variety of publications for distant education which may also be useful for classroom delivery.
Perlitz, L and Elliott, S, 2002, <i>The Travel Handbook Series: Domestic Destinations</i> , Pearson Education Australia, Sydney. ISBN 17 4009 2937	Provides destination information of interest to tourists covering all states and territories of Australia.

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<p>Perlitz, L and Elliott, S, 2001, <i>The Travel Handbook Series: International Destinations</i>, Pearson Education Australia, Sydney. ISBN 1740092996</p>	<p>Guide to some of the worlds most popular tourist destinations.</p>
<p>Perlitz, L and Elliott, S, 2001, <i>The Travel Handbook Series: The Products</i>, Pearson Education Australia, Sydney. ISBN 1740093054</p>	<p>This resource addresses content from the unit <i>Access and interpret product information</i>.</p>
<p>Perlitz, L, 2002, <i>The Travel Handbook Series: Customer Service in the Tourism Industry</i>, Pearson Education Australia, Sydney. ISBN 1740092813</p>	<p>Introduces students to the importance of the customer service component of a business. It addresses the importance of good communication skills, the ability to work with colleagues and the skills necessary to deal effectively with complaints.</p>
<p>Regency Institute of TAFE, 1999, <i>Cultural Awareness</i>, Student Manual, Regency Publishing, South Australia.</p>	<p>This resource addresses content from the unit <i>Work in a socially diverse environment</i>.</p>
<p>Regency Institute of TAFE, 1998, <i>Occupational Health and Safety</i>, Student Manual, Regency Publishing, South Australia.</p>	<p>This resource addresses legal responsibilities, first aid, fire safety and prevention.</p>
<p>Reisinger, Y and Turner, L, 2002, <i>Cross-cultural Behaviour in Tourism</i>, Butterworth Heinemann, UK. ISBN 0750 65668 9</p>	<p>This book addresses content from the unit <i>Work in a socially diverse environment</i>.</p>
<p><i>Tourism and Hospitality Review</i> www.tourismreview.com.au</p>	<p>Industry journal that covers travel, tourism, hospitality and catering with a variety of articles. Associated website is also a good resource.</p>
<p>Van der Wagen, Lynn, 1997, <i>Communication in Tourism and Hospitality: Meeting the world in the workplace</i>, Hospitality Press, Elsternwick, Vic. ISBN 186250 4733</p>	<p>Provides information about effective communication in tourism and hospitality.</p>
<p>Van der Wagen, Lynn, 1999, <i>Professional Hospitality: Australian Core Competencies</i>, Hospitality Press, Melbourne. ISBN 1862504954</p>	<p>This book addresses content contained in the core modules.</p>

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Resource	Summary
Videos	
BBC Television, <i>Fawlty Towers</i> Series (available from ABC Shops).	This video addresses content from the unit <i>Work with colleagues and customers</i> .
Tourism Training Australia, <i>Art of Customer Relations: The Business of Service</i> (13 mins 39 secs), Sydney.	This video addresses content from the unit <i>Work with colleagues and customers</i> .
Tourism Training Australia, <i>Responsibility: Including Clients with Disabilities</i> , Sydney.	This video and activities book addresses content from the unit <i>Work in a socially diverse environment</i> .
Video Classroom, 1994, <i>How May I Help You: Commendable Customer Service</i> (30 mins), Melbourne.	This video addresses content from the unit <i>Work with colleagues and customers</i> .
Video Education Australasia (VEA), 1998, <i>Dealing with Cultural Differences in Hospitality</i> (22 mins), Victoria.	This video addresses content from the unit <i>Work in a socially diverse environment</i> .
Video Education Australasia (VEA), 1995, <i>Personal Grooming</i> (11 mins), USA.	This video addresses content from the unit <i>Work with colleagues and customers</i> .
Video Education Australasia (VEA), 1995, <i>OH&S</i> (14 mins), Bendigo.	This video provides information on duty of care and occupational health and safety in the workplace, exploring issues of hazard control, good design and housekeeping.
Video Education Australasia (VEA), 2000, <i>Safe Manual Handling</i> (21 mins), Bendigo.	This video examines safe manual handling by identifying hazardous tasks, assessing them and controlling the risks involved.
Video Education Australasia (VEA), 1999, <i>Working in a Socially Diverse Environment</i> (25 mins), Bendigo.	This video addresses the content of the unit <i>Work in a socially diverse environment</i> .
Websites	
www.boardofstudies.nsw.edu.au Board of Studies	The Board of Studies website contains the syllabus (Parts A and B), competency record, support document, sample HSC examination and this resource list, all of which can be downloaded. It also provides access to the <i>ACE Manual</i> , Board of Studies announcements, Official Notices and other Board of Studies publications.
www.anta.gov.au Australian National Training Authority	The ANTA web site provides information on a range of current VET issues, developments, events, publications, training packages and contacts in the VET sector.

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Resource	Summary
<p>www.ntis.gov.au National Training Information Service</p>	<p>The National Training Information Service (NTIS) is the authorised database on vocational education and training in Australia. It contains detailed information on courses, qualifications, training packages, competency standards and training organisations. It also contains many useful links including to state training agencies.</p>
<p>www.bvet.nsw.gov.au NSW Board of Vocational Education and Training (BVET)</p>	<p>Information on training awards, apprenticeships and traineeships, recognition and accreditation, industry training programs, planning information, advice and assistance, VET links, publications and training providers.</p>
<p>www.vetab.nsw.gov.au NSW Vocational Education and Training Accreditation Board</p>	<p>VETAB is responsible for the accreditation of VET courses and registration of training organisations in NSW. Also has links for teachers and students.</p>
<p>www.curriculum.edu.au/vetis Curriculum Corporation VET In Schools website</p>	<p>This site provides resources to support the implementation of Training Package based for VET In Schools programs. It includes general information, a professional development focus, assessment materials, implementation guidelines and links to a range of resources. Each industry area site provides specialist details on implementation, assessment, support materials and resources.</p>
<p>www.atpl.net.au Australian Training Products (formerly ACTRAC Products)</p>	<p>This site provides a catalogue of products relating to Training Packages, endorsed and non-endorsed components, curriculum and resources published by Australian Training Products (formerly ACTRAC products). The catalogue is organised into industry/ITAB categories.</p>
<p>www.newhsc.schools.nsw.edu.au New HSC</p>	<p>Professional development focus for the new HSC. Includes access to Curriculum Support Newsletters, New HSC Supplements for VET in schools and case studies on supporting VET in schools in terms of organisation and timetabling.</p>
<p>www.det.nsw.edu.au NSW Department of Education and Training</p>	<p>DET main site. Information on and links to all sections of the department.</p>
<p>www.tourismtraining.com.au Tourism Training Australia</p>	<p>Website of the national Tourism and Hospitality Industry Training and Advisory Body. Includes information on the industry and the ITAB and a catalogue of resources.</p>

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Resource	Summary
www.tafensw.edu.au TAFE NSW	TAFE NSW site with information on courses, institutes, campuses, publications, student information and links.
www.lg.tafensw.edu.au TAFE NSW Learning Gateway	Connects to TAFE Educational Services Divisions and resource materials and links related to all industry areas.
www.tafensw.edu.au/library/studylinks/	TAFE sub-site with links to educational sites in specific VET areas.
www.dse.nsw.edu.au DET Network for Education (School Education)	DET schools site.
www.studentnet.edu.au/vet/	AIS NSW VET site.
www.ssi.tafensw.edu.au/tourism	TAFE NSW Southern Sydney Institute VET site.
workworlds.ryde.tafensw.edu.au	TAFE NSW site with job descriptions and skills required across a range of tourism industries.
www.govet.nsw.edu.au	A site developed in collaboration with the Board of Studies, Catholic Education Commission and the NSW Department of Education providing teachers with current vocational education information, programs, resources, teacher chat line and useful industry links.
hsc.csu.edu.au/ NSW HSC online	A Charles Sturt University initiative to help with HSC study.
www.edna.edu.au EdNA – Education Network Australia	The EdNA site provides a range of educational information and links to other educational sites. It contains information on schools, VET, Adult and Community Education and Higher Education including VET/TAFE courses, university courses and scholarships. Funded by all Australian governments.
www.vecoc.org.au Vocational Education Community Online	This site includes a resource library, tools and a number of chat lines/discussion rooms. This site is a project of the Australian Student Traineeship Foundation and Aussie School House.

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<p>www.detya.gov.au Department of Education, Training and Youth Affairs (DETYA)</p>	<p>The site provides information about Commonwealth Government education, training and youth affairs services and policies in Australia. Includes information on traineeships and apprenticeships.</p>
<p>www.ecef.com.au Enterprise and Career Education Foundation (formerly Australian Student Traineeship Foundation)</p>	<p>This site includes publications, program details and links.</p>
<p>http://www.curriculum.edu.au/ozjac/ Curriculum Corporation (OZJAC)</p>	<p>OZJAC is a computer program, available by subscription, which brings together information on all accredited courses in Australia and links courses to jobs and jobs to industry, with explanations of new concepts used in education, training and the labour market.</p>
<p>http://www.ncver.edu.au National Centre for Vocational Education Research (NCVER)</p>	<p>Includes a database of research projects in vocational education, reports and articles.</p>
<p>http://www.tafe.sa.edu.au/institutes/paraff/home.htm Framing the Future</p>	<p>This website is the main communication channel for Framing the Future, a staff development initiative of the Australian National Training Authority. It supports people in the Australian VET sector who are involved in implementing the National Training Framework.</p>
<p>http://www.acer.edu.au Australian Council for Educational Research</p>	<p>ACER is a national body, which undertakes research to inform educational policy and practice. Includes information on current research, publications and test programs.</p>
<p>http://www.detya.gov.au/JobGuideOnline</p>	<p>This is the online version of the DETYA Job Guide. It contains details of 600 occupations, and information on career choice and job seeking.</p>
<p>http://www.jobsearch.gov.au</p>	<p>Lists actual job vacancies around Australia. Also provides information on wages and conditions and employment services.</p>
<p>http://www.workcover.nsw.gov.au WorkCover NSW.</p>	<p>Includes Occupational Health and Safety Regulations and WorkCover Publications.</p>
<p>http://www.nohsc.gov.au/ National Health and Occupational Safety Commission</p>	<p>National legislation and information with respect to occupational health and safety.</p>

Resource	Summary
www.ohs.com.au Accident Investigation Occupational Health and Safety Consultants	This website provides a comprehensive list of publications and contacts for Occupational Health and Safety including links to all relevant government sites.
www.worksite.actu.asn.au ACTU Worksite – Australian Council of Trade Unions Educational Worksite	ACTU Worksite is a site for students and teachers providing information about Australian industry, work issues, training and careers, unions and government bodies and links to other sites.
http://www.austlii.edu.au Australian Legal Information Institute	Provides information about current legislation and regulations.
www.pearsoned.com.au/stores/hospitality/productlist.asp	Provides an annotated list of textbooks specifically written for the Tourism and Hospitality industries.
www.tafe.sa.edu.au/institutes/regency/regency-publishing or http://www.regencypublish.sa.edu.au	Homepage for Regency Publishing Institute of TAFE, South Australia. Catalogue and contact details for Regency publications. Phone: (08) 8348 4683 Fax: (08) 8348 4400
Council of Australian Secondary Tourism Teachers (CASTT) National Coordinator, email: heather.irwin@lakeonline.act.ed.au SA website: www.castt.asn.au	Representing teachers of Tourism and Hospitality, CASTT aims to promote and coordinate tourism and hospitality studies, establish links with industry, TAFE and private providers, provides access to information and resources and establish and maintain a network through regional/state/territory chapters to provide assistance with curriculum development and organisation of professional development and resources.

The following list of resources and organisations is provided to assist assessors in planning, designing, conducting and reviewing of assessments against this Training Package. This list of resources has been copied directly from the Tourism Training Package.

General Resources

The key resource *Training Package for Assessment and Workplace Training* is available from:

Business Services Training Australia
 Suite 11c Level 3
 Como Centre
 299Toorak Road
 SOUTH YARRA, VIC 3141

Telephone: (03) 9824 0866
 Fax: (03) 9824 0877
 Website: <http://www.nawtb.com.au>
 E-mail: assessors@nawtb.com.au

Australian Training Products Ltd
 Level 25
 150 Lonsdale Street
 MELBOURNE, VIC 3000
 PO Box 5347BB
 MEBOURNE VIC 3001

Telephone: (03) 9655 0600
 Fax: (03) 9639 4684
 Website: <http://www.atpl.net.au>
 Email: sales@atpl.net.au

Specific Assessment Resources

Assessment instrument design

Hagar, P, Athanasou, J and Gonczi, A, 1994, *Assessment Technical Manual*, Australian Government Publishing Service, Canberra.

VETASSESS and Western Australian Department of Training and Employment, 2000, *Designing Tests – Guidelines for designing knowledge based tests for Training Packages*.

Vocational Education and Assessment Centre, 1997, *Designing Workplace Assessment Tools*, A self-directed learning program, NSW TAFE.

Manufacturing Learning Australia, 2000, *Assessment Solutions*, Australian Training Products, Melbourne.

Assessor training

Green, M, Moritz, R, Moyle, K and Vale, K, 1997, *Key Competencies: Professional Development Package*, Department for Education and Children's Services, South Australia.

Australian Committee on Training Curriculum (ACTRAC), 1994, *Assessor training program: Learning Materials*, Australian Training products, Melbourne.

Australian Training Products Ltd, *Assessment and Workplace Training: Training Package – Toolbox*.

Victorian TAFE Association, 2000, *The Professional Development CD: A learning tool*, VTA, Melbourne.

Australian National Training Authority, *A Guide for Professional Development*.

Australian National Training Authority, *Facilitator Packs for Certificate IV in Assessment and Workplace Training*.

Australian National Training Authority, *Facilitator's Pack for Training Small Groups and Assessment*.

Australian National Training Authority, *Facilitator's Pack for Certificate IV (BSZ405A – BSZ408A)*.

Australian National Training Authority, *Learners Packs for Certificate IV in Assessment and Workplace Training*.

Australian National Training Authority, *Learner's Pack for Assessment (BSZ401A – BSZ403A)*.

Australian National Training Authority, *Learner's Pack for Certificate IV (BSZ401A – BSZ408A)*.

Australian National Training Authority, *Learner's Pack for Assessment with Assessment Competency Standards*.

Australian National Training Authority, *Learner's Pack for Certificate IV with Certificate IV Competency Standards*.

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