



# **Tourism Curriculum Framework Stage 6**

## **Tourism Competency Record**

**2002**

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GPO Box 5300  
Sydney 2001  
Australia

Tel: (02) 9367 8111  
Fax: (02) 9367 8484

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UNITS OF COMPETENCY

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THHCOR02B	Work in a socially diverse environment
THHCOR03B	Follow health, safety and security procedures
THHGCS01B	Develop and update local knowledge
THHGGA01B	Communicate on the telephone
THHGGA02B	Perform office procedures
THHGFA01B	Process financial transactions
THTTCO01B	Develop and update tourism industry knowledge
THTSOP02B	Source and provide destination information and advice
THTSOP03B	Access and interpret product information
THHGCS02B	Promote products and services to customers
THHGCS03B	Deal with conflict situations
BSBCMN205A	Use business technology
BSBCMN213A	Produce simple word-processed documents
THTSOP15B	Process and monitor event registrations
THTFME01B	Coordinate guest and delegate registrations at venue
THTFME03A	Develop and update event industry knowledge
THTFME09A	Develop and update knowledge of protocol
THTSOP05B	Prepare quotations
THTSOP06B	Receive and process reservations
THTSOP09B	Process non air-documentation
THTFAT01B	Provide on-site information and assistance
THTFTG07B	Research and share general information on Australian Indigenous cultures

APPENDIX – UNIT OF COMPETENCY RECORD SHEET (TEMPLATE)

## **INFORMATION FOR TEACHERS AND ASSESSORS**

### **Introduction**

This competency record forms a permanent record of all units and elements of competency achieved by students undertaking tourism courses in the Tourism Curriculum Framework as part of their Higher School Certificate (HSC). These courses are based on the Tourism Training Package (THT02) and provide students with the opportunity to gain Australian Qualifications Framework (AQF) qualifications in Tourism.

This document should be read in conjunction with parts A and B of the *Tourism Curriculum Framework Stage 6 Syllabus* (Board of Studies NSW, 2002).

Part A of the syllabus contains general advice about the Tourism Curriculum Framework and describes course structures and requirements, including work placement.

Tourism Part B of the syllabus contains the text of units of competency from the Tourism Training Package that has been included in the framework. Each unit of competency is accompanied by HSC requirements and advice.

The competency record is intended:

- to assist teachers and trainers in the implementation and assessment of courses within the framework
- to assist Registered Training Organisations (RTOs) in record keeping
- to provide students with a document which may be of assistance when seeking employment or articulation to further training.

The competency record contains a series of forms which may be used when assessing, recording and documenting that a student has demonstrated competencies required for a particular HSC course and/or AQF qualification in Tourism.

The competency record should be verified by the Registered Training Organisation as a true and accurate record of units of competency achieved.

Note that the use of this competency record is not mandatory. RTOs may choose to use competency records that are designed in-house or by industry bodies.

### **How to use the Competency Record**

The competency record contains the following pro formas:

- forms for recording student, school, RTO and work placement employer details
- a record sheet for each of the units of competency included in the Tourism Curriculum Framework
- a summary list of units of competency
- a verification statement.

It is suggested that a competency record booklet be compiled for each student consisting of:

- cover page and publication details
- information for students
- student, school, RTO and employer details forms
- verification form
- summary sheet for the relevant AQF qualifications, ie AQF Certificate II in Tourism (Operations) THT20502 and Certificate III in Tourism (Operations) THT31002
- a record sheet for each unit of competency included in the course which the student is undertaking.

The combination of units of competency undertaken by a student or class group will depend on the structure of the specific course selected from the Tourism Curriculum Framework. These are shown in Part A of the *Tourism Curriculum Framework Stage 6 Syllabus*.

When a student is assessed as competent against an element of competency, the assessor needs to sign off the element of competency on the record sheet for the relevant unit.

When a student has been assessed as competent for all elements in a unit, the unit verification should be completed and signed. The unit should also be signed off on the summary of units of competency for the relevant qualification.

The verification statement, including the name of the AQF Certificate or Statement of Attainment to be awarded, should be completed and signed off by the RTO.

The completed competency record may be used for detailing student achievement for RTO recording and reporting purposes. The completed competency record should be retained by the student. 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.

Please note that competency records need not be forwarded to the Office of the Board of Studies.

### **Recording Student Competency**

Qualified assessors should sign off the elements of competency successfully demonstrated consistent with the evidence requirements and performance criteria shown in Part B of the *Tourism Curriculum Framework Stage 6 Syllabus*. Only successful attempts should be recorded.

It is recommended that assessors devise integrated assessment events that cover a number of elements of competency within and across a number of units of competency.

It is up to the teacher/trainer, in consultation with any other assessors, participating employers and the student to decide whether particular units/elements of competency are most appropriately assessed in the workplace, classroom or other location.

Competency-based assessment is based on a range of evidence that meets the requirements of the performance criteria and assessment guidelines. Students may submit evidence in various forms; there is no need for them to duplicate tasks to demonstrate skill.

Note that for a student to be assessed as competent

- for an element of competency: all of the performance criteria must be satisfied
- for a unit of competency: all of the elements of the unit must be demonstrated.

Students who do not achieve competency in an element/unit of competency at the first assessment attempt must be allowed other opportunities to demonstrate competency. Elements of competency satisfactorily demonstrated within partially achieved units of competency will not be recognised towards the achievement of a qualification or when seeking advanced standing, ie AQF accreditation is available only for whole units of competency.

### **Students and Competency Records**

Students should be made aware that it is their responsibility to ensure that their competency record is kept up-to-date as a record of their achievement in the course. They should be encouraged to use their competency record when seeking employment and be advised it may be required as evidence if they are subsequently seeking advanced standing in VET courses provided through TAFE or other RTOs or, in some cases, in university courses.

## **TOURISM COMPETENCY RECORD**

### **STUDENT INFORMATION**

This competency record provides a permanent record of your achievement in Higher School Certificate tourism courses in the Tourism Curriculum Framework. It will record the units of competency you have achieved to complete Higher School Certificate (HSC) and Australian Qualification Framework (AQF) requirements.

For these reasons it is important that you make your competency record available to your assessor to record your achievements of competency and that you keep your competency record safe and in good condition. It may also assist you when you are seeking employment or applying for advanced standing in further education and training.

#### ***STUDENT DETAILS***

Name: \_\_\_\_\_

HSC Student Number: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Where a student attends more than one school during the course, complete a form for each school.

**SCHOOL DETAILS**

School: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

**SCHOOL DETAILS**

School: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Where more than one RTO is involved in delivering courses, complete a form for each RTO.

**REGISTERED TRAINING ORGANISATION DETAILS**

RTO: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Assessor: \_\_\_\_\_ Signature: \_\_\_\_\_

**REGISTERED TRAINING ORGANISATION DETAILS**

RTO: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Assessor: \_\_\_\_\_ Signature: \_\_\_\_\_

**REGISTERED TRAINING ORGANISATION DETAILS**

RTO: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Assessor: \_\_\_\_\_ Signature: \_\_\_\_\_

Complete a form for each work placement employer.

**WORK PLACEMENT HOST EMPLOYER DETAILS**

Name of Organisation: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Dates of attendance for work placement:  
\_\_\_\_\_

**WORK PLACEMENT HOST EMPLOYER DETAILS**

Name of Organisation: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Dates of attendance for work placement:  
\_\_\_\_\_

**WORK PLACEMENT HOST EMPLOYER DETAILS**

Name of Organisation: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Address: \_\_\_\_\_

Town/Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Dates of attendance for work placement:  
\_\_\_\_\_

## VERIFICATION

This is to certify that this competency record is a true and accurate record of the units of competency that have been demonstrated by

\_\_\_\_\_  
Student

of

\_\_\_\_\_  
School

while enrolled in a tourism course in the Tourism Curriculum Framework.

This student is eligible for the award of

\_\_\_\_\_  
\_\_\_\_\_  
Name of AQF Certificate or Statement of Attainment

\_\_\_\_\_  
Registered Training Organisation Details

\_\_\_\_\_  
Authorised Signatory

\_\_\_\_\_  
Date

For verification purposes, either a Statement of Attainment or a Qualification issued by the Registered Training Organisation or Board of Studies must accompany this competency record.

## SUMMARY OF UNITS OF COMPETENCY FOR COURSES IN TOURISM

Unit Code	Unit of Competency	Assessor Signature
THHCOR01B	Work with colleagues and customers	
THHCOR02B	Work in a socially diverse environment	
THHCOR03B	Follow health, safety and security procedures	
THHGCS01B	Develop and update local knowledge	
THHGGA01B	Communicate on the telephone	
THHGGA02B	Perform office procedures	
THHGFA01B	Process financial transactions	
THTTCO01B	Develop and update tourism industry knowledge	
THTSOP02B	Source and provide destination information and advice	
THTSOP03B	Access and interpret product information	
THHGCS02B	Promote products and services to customers	
THHGCS03B	Deal with conflict situations	
BSBCMN205A	Use business technology	
BSBCMN213A	Produce simple word-processed documents	
THTSOP15B	Process and monitor event registrations	
THTFME01B	Coordinate guest and delegate registrations at venue	
THTFME03A	Develop and update event industry knowledge	

*Tourism Competency Record*

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THTFME09A	Develop and update knowledge of protocol	
THTSOP05B	Prepare quotations	
THTSOP06B	Receive and process reservations	
THTSOP09B	Process non-air documentation	
THTFAT01B	Provide on-site information and assistance	
THTFTG07B	Research and share general information on Australian Indigenous cultures	

## UNITS OF COMPETENCY

**THHCOR01B**      *Work with colleagues and customers*

Element of Competency	Competent (Assessor Signature)
1 Communicate in the workplace	
2 Maintain personal presentation standards	
3 Provide service to colleagues and customers	
4 Work in a team	

### VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THHCOR01B Work with colleagues and customers***

Signature \_\_\_\_\_ Date \_\_\_\_\_



**THHCOR03B**      *Follow health, safety and security procedures*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Follow workplace procedures on health, safety and security	
2 Deal with emergency situations	
3 Maintain safe personal presentation standards	
4 Provide feedback on health, safety and security	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THHCOR03B Follow health, safety and security procedures***

Signature \_\_\_\_\_ Date \_\_\_\_\_



**THHGGA01B**      *Communicate on the telephone*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Respond to incoming telephone calls	
2 Make telephone calls	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THHGGA01B Communicate on the telephone***

Signature \_\_\_\_\_ Date \_\_\_\_\_



**THHGFA01B Process financial transactions**

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Process receipts and payments	
2 Reconcile takings	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THHGFA01B Process financial transactions***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTTCO01B** *Develop and update tourism industry knowledge*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Seek information on the tourism industry	
2 Source and apply information on legal and ethical issues which impact on the tourism industry	
3 Update tourism industry knowledge	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

**THTTCO01B** *Develop and update tourism industry knowledge*

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTSOP02B** *Source and provide destination information and advice*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Develop destination knowledge	
2 Update destination knowledge	
3 Provide destination information and advice	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTSOP02B Source and provide destination information and advice***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTSOP03B Access and interpret product information**

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Identify and access product information	
2 Interpret product information	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTSOP03B Access and interpret product information***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THHGCS02B**      *Promote products and services to customers*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Develop and maintain product/ service and market knowledge	
2 Encourage customers to use and buy products and services	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THHGCS02B Promote products and services to customers***

Signature \_\_\_\_\_ Date \_\_\_\_\_



**BSBCMN205A**      *Use business technology*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Select and use technology	
2 Process and organise data	
3 Maintain technology	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

**BSBCMN205A**      *Use business technology*

Signature \_\_\_\_\_ Date \_\_\_\_\_



*THTSOP15B Process and monitor event registrations*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Process registrations	
2 Monitor registrations	
3 Finalise registrations and produce materials	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTSOP15B Process and monitor event registrations***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTFME01B** *Coordinate guest and delegate registrations at venue*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Prepare for registration	
2 Set up registration area	
3 Process registrations	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTFME01B Coordinate guest and delegate registrations at venue***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTFME03A** *Develop and update event industry knowledge*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Source and apply information on the structure and operation of the event industry	
2 Source and apply information on ethical and legal issues for the event industry	
3 Source and apply information on event industry technology	
4 Update event industry knowledge	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTFME03A Develop and update event industry knowledge***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTFME09A** *Develop and update knowledge of protocol*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Seek information on appropriate protocol	
2 Integrate appropriate protocol procedures into work activities	
3 Update knowledge of protocol	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTFME09A Develop and update knowledge of protocol***

Signature \_\_\_\_\_ Date \_\_\_\_\_

*THTSOP05B Prepare quotations*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Calculate costs of products and services	
2 Provide quotations to customer	
3 Update and amend quotations	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTSOP05B Prepare quotations***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTSOP06B** *Receive and process reservations*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Receive reservation request	
2 Record details of reservation	
3 Update reservations	
4 Advise others on reservation details	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTSOP06B Receive and process reservations***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTSOP09B** *Process non air-documentation*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Interpret information required for processing of documentation	
2 Process documentation	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

***THTSOP09B Process non-air documentation***

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTFAT01B** Provide on-site information and assistance

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Access and update attraction/theme park information	
2 Provide assistance and information	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

**THTFAT01B Provide on-site information and assistance**

Signature \_\_\_\_\_ Date \_\_\_\_\_

**THTFTG07B**      *Research and share general information on Australian Indigenous cultures*

<b>Element of Competency</b>	<b>Competent (Assessor Signature)</b>
1 Research general information on Australian Indigenous cultures	
2 Share general information with customers on Australian Indigenous cultures	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

**THTFTG07B**    *Research and share general information on Australian Indigenous cultures*

Signature \_\_\_\_\_ Date \_\_\_\_\_

## **APPENDIX – UNIT OF COMPETENCY RECORD SHEET (TEMPLATE)**

This template is provided so that other units of competency for which a student has been assessed as competent may be added to the student's competency record.

This may occur in the following circumstances:

- a Board Endorsed Course containing units of competency which are additional to those included in the industry curriculum framework has been approved by the Board
- a student has demonstrated competency for a unit of competency from the training package which is not included in the industry curriculum framework and does not contribute to the student's HSC course but which may contribute to AQF outcomes in this industry area
- a student has demonstrated competency for a unit of competency from another training package which does not contribute to the student's HSC course but which — under the rules for determining qualifications set out in this training package — may contribute to AQF outcomes in this industry area.

Under these circumstances, a record sheet for the unit may be completed provided that:

- the unit is within the RTO's scope of registration and
- the unit has been assessed according to training package requirements.

**Unit Code:**

**Unit Title:**

Element of Competency	Competent (Assessor Signature)
1	
2	
3	
4	

**VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY**

I, \_\_\_\_\_, of \_\_\_\_\_  
(name of assessor) (Registered Training Organisation)

certify that

\_\_\_\_\_  
(name of student)

has demonstrated competence in the unit of competency

\_\_\_\_\_  
(unit code)

\_\_\_\_\_  
(unit title)

Signature \_\_\_\_\_

Date \_\_\_\_\_