

Training Package	Tourism (THT02)	HSC Requirements and Advice
Title:	Develop and update knowledge of protocol	
Unit Code	Unit Descriptor:	HSC Indicative Hours:
THTFME09A	This unit deals with the skills and knowledge required to develop and apply knowledge of protocol to a range of tourism and hospitality related activities. It is particularly relevant to those involved in the management and operation of events, including functions.	15

Essential Knowledge and Skills to be Assessed	Critical Aspects of Assessment	Context of Assessment and Resource Implications	Assessment Methods	HSC Requirements and Advice
<p>The following knowledge and skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> the importance and role of protocol in different events and situations key sources of information on protocol main types of civic functions held in Australia the 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 events 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 function including: <ul style="list-style-type: none"> 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. 	<p>Evidence of the following is critical:</p> <ul style="list-style-type: none"> knowledge of where to source accurate information on protocol for specific situations knowledge of protocols as specified under Essential Knowledge and Skills. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> project or work activities that allow the candidate to apply protocol knowledge to specific event management, tourism or hospitality situations. <p>Linkages with Other Units</p> <p>This unit underpins effective performance in a range of event management and other roles within the tourism and hospitality industries. As such combined training and assessment with other units may be appropriate.</p>	<p>Assessment methods must be chosen to ensure that knowledge of protocol can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.</p> <p>The following examples are appropriate for this unit:</p> <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. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> academics citizenship ceremonies civic functions <i>Debrett's Handbook of Australia (1991)</i> dignitary diplomat dress standards forms of address government officials heads of state invitations military personnel nobility official guests order of precedence protocol protocols for the involvement of Indigenous Australians and other cultural groups in events royalty seating arrangements sources of information the Australian Honours system VIP (Very Important Person/People).

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Seek information on appropriate protocol	1.1 Identify sources of accurate information on protocol correctly.	<p>This unit applies to all tourism and hospitality enterprises. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.</p> <p>Sources of information on protocol may include:</p> <ul style="list-style-type: none"> • libraries • Internet • Federal, State and Local Government protocol departments • Aboriginal Land Councils • Australia Day Councils • Office of the United Nations. 	<p>Learning experiences for the HSC must address:</p> <p>How to access and validate information sources related to protocols for the following groups:</p> <ul style="list-style-type: none"> • Australian Government officials and members of parliament • diplomats and foreign officials • religious officials • military personnel • academics • nobility • royalty. <p>A range of information sources including:</p> <ul style="list-style-type: none"> • <i>Debrett's Handbook of Australia (1991)</i> • Internet • government departments • embassies and consulates • Aboriginal Land Councils. <p>Knowledge of correct usage principles of Australia's:</p> <ul style="list-style-type: none"> • national and state flags • national anthem • military salutes.
	1.2 Access relevant protocol information in response to workplace needs.		<p>Learning experiences for the HSC must address:</p> <p>Sourcing and accessing protocol information relevant to the tourism industry and enterprise needs including:</p> <ul style="list-style-type: none"> • social etiquette: <ul style="list-style-type: none"> – greetings – using names – proper gestures – eye contact – dress – topics to avoid • arranging meetings: <ul style="list-style-type: none"> – sending invitations – selecting venues – receiving guests – seating arrangements – exchanging business cards – addressing clients and customers – business presentations – follow-up. <p>Knowledge and understanding of protocols and customs related to Aboriginal and Torres Strait Islander peoples.</p>

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<p>2 Integrate appropriate protocol procedures into work activities</p>	<p>2.1 Identify the areas of work activity that require appropriate use of protocol in a timely manner.</p>	<p>Work activities that require integration of protocol may include:</p> <ul style="list-style-type: none"> • issuing invitations • preparing running sheets • preparation of briefing papers • liaison with dignitaries and officials • correspondence to dignitaries and officials • providing various services during the conduct of an event (eg on-site management, service of food and beverage). <p>Functions where protocols need to be used may include:</p> <ul style="list-style-type: none"> • civic receptions • formal parades • freedom of city ceremonies • national day receptions • citizenship ceremonies • private functions. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge and understanding of the Australian Honours system including:</p> <ul style="list-style-type: none"> • order of precedence • ranks and forms of address • wearing of honours and medals. <p>Preparation of written communications to VIPs and official guests including:</p> <ul style="list-style-type: none"> • invitations • general correspondence • official program. <p>Verbal communication with VIPs and official guests including:</p> <ul style="list-style-type: none"> • official greetings • formal introductions • liaison throughout the duration of an event. <p>The importance and role of protocol in different events including:</p> <ul style="list-style-type: none"> • civic receptions • formal parades • private functions • citizenship ceremonies.
	<p>2.2 Integrate the correct use of protocol into work activities.</p>		<p>Learning experiences for the HSC must address:</p> <p>Using correct forms of address and titles in the following instances:</p> <ul style="list-style-type: none"> • mailing address for written correspondence • opening salutation in written correspondence • spoken greetings • formal introductions. <p>The importance of dress standards as they relate to a range of events and functions:</p> <ul style="list-style-type: none"> • black tie • formal/after five • smart casual.
	<p>2.3 Liaise with colleagues and other stakeholders to determine appropriate protocol requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>Conducting research with colleagues and stakeholders to determine protocol requirements, specifically:</p> <ul style="list-style-type: none"> • interviews • formal presentations • focus groups.

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	2.4 Provide appropriate information on protocol to relevant colleagues and stakeholders.		<p>Learning experiences for the HSC must address:</p> <p>Disseminating information through a variety of channels including:</p> <ul style="list-style-type: none"> • direct mail • seminars • corporate web sites/e-newsletters • call centre • one-on-one communication. <p>Importance of using correct protocol in order to:</p> <ul style="list-style-type: none"> • maintain professionalism • ensure quality service • promote products and services.
3 Update knowledge of protocol	3.1 Identify and use opportunities to update protocol knowledge.		<p>Learning experiences for the HSC must address:</p> <p>Identifying opportunities for updating protocol knowledge including:</p> <ul style="list-style-type: none"> • talking and listening to colleagues and customers • participation in official functions and ceremonies • seminars • personal observation.
	3.2 Share updated knowledge with customers and colleagues as appropriate and incorporate into day-to-day working activities.		<p>Learning experiences for the HSC must address:</p> <p>Effective communication skills including:</p> <ul style="list-style-type: none"> • active listening • questioning techniques • body language • language targeted to audience. <p>The benefits of sharing ideas and discussing protocol issues with colleagues.</p>

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.
 Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies	Level	Examples
Collecting, Organising and Analysing Information	2	Determining the protocol information required for a particular event
Communicating Ideas and Information	1	Advising colleagues about protocol requirements for a given event
Planning and Organising Activities	1	Integrating protocol into event organisation activities
Working with Others and in Teams	1	Liaising with protocol officers from a government department
Using Mathematical Ideas and Techniques	-	-
Solving Problems	1	Finding protocol information in relation to a totally unknown situation
Using Technology	1	Using the Internet to source protocol information