Tourism and Hospitality Curriculum Framework
Stage 6
Tourism
Competency Record
Acknowledgement

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TOURISM COMPETENCY RECORD

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THT20198

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- THHCOR02A: Work in a socially diverse environment
- THHCOR03A: Follow health, safety and security procedures
- THTTCO01A: Develop and update tourism industry knowledge
- THHGGA01A/THHBFO07A: Communicate on the telephone
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TOURISM COMPETENCY RECORD

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 and Hospitality Curriculum Framework as part of their Higher School Certificate (HSC). These courses are based on the Tourism Training Package (THT98) 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 and Hospitality Curriculum Framework Stage 6 Syllabus (Board of Studies NSW, 1999).

Part A of the syllabus contains general advice about the Tourism and Hospitality 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 qualification, ie AQF Certificate II in Tourism (Sales/Office Operations) THT20198
• 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 and Hospitality Curriculum Framework. These are shown in Part A of the *Tourism and Hospitality 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 are not required to 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 and Hospitality 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.
This competency record provides a permanent record of your achievement in Higher School Certificate tourism courses in the Tourism and Hospitality 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: __________
Tourism Competency Record

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

<table>
<thead>
<tr>
<th>REGISTERED TRAINING ORGANISATION DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTO: _________________________________</td>
</tr>
<tr>
<td>Address: ______________________________</td>
</tr>
<tr>
<td>Town/Suburb: ________________ Postcode: __________</td>
</tr>
<tr>
<td>Telephone: ________________ Fax: ______________</td>
</tr>
<tr>
<td>Assessor: ________________ Signature: ______________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REGISTERED TRAINING ORGANISATION DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTO: _________________________________</td>
</tr>
<tr>
<td>Address: ______________________________</td>
</tr>
<tr>
<td>Town/Suburb: ________________ Postcode: __________</td>
</tr>
<tr>
<td>Telephone: ________________ Fax: ______________</td>
</tr>
<tr>
<td>Assessor: ________________ Signature: ______________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REGISTERED TRAINING ORGANISATION DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTO: _________________________________</td>
</tr>
<tr>
<td>Address: ______________________________</td>
</tr>
<tr>
<td>Town/Suburb: ________________ Postcode: __________</td>
</tr>
<tr>
<td>Telephone: ________________ Fax: ______________</td>
</tr>
<tr>
<td>Assessor: ________________ Signature: ______________</td>
</tr>
</tbody>
</table>
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:

___________________________________________________________________________

Tourism Competency Record
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 and Hospitality 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.
These units of competency have been selected for inclusion in the Tourism and Hospitality Framework. Note that this is not a compete list of units available in Certificate II.

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit of Competency</th>
<th>Assessor Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>THHCOR01A</td>
<td>Work with colleagues and customers</td>
<td></td>
</tr>
<tr>
<td>THHCOR02A</td>
<td>Work in a socially diverse environment</td>
<td></td>
</tr>
<tr>
<td>THHCOR03A</td>
<td>Follow health, safety and security procedures</td>
<td></td>
</tr>
<tr>
<td>THTTCO01A</td>
<td>Develop and update tourism industry knowledge</td>
<td></td>
</tr>
<tr>
<td>THHGGA01A</td>
<td>Communicate on the telephone</td>
<td></td>
</tr>
<tr>
<td>THHGGA02A</td>
<td>Perform clerical procedures</td>
<td></td>
</tr>
<tr>
<td>THHGCT01A</td>
<td>Access and retrieve computer data</td>
<td></td>
</tr>
<tr>
<td>THHGCT02A</td>
<td>Produce documents on computer</td>
<td></td>
</tr>
<tr>
<td>THHGFA01A</td>
<td>Process financial transactions</td>
<td></td>
</tr>
<tr>
<td>THTSOP03A</td>
<td>Access and interpret product information</td>
<td></td>
</tr>
<tr>
<td>THTSOP02A</td>
<td>Source and provide destination information and advice</td>
<td></td>
</tr>
<tr>
<td>THTSOP09A</td>
<td>Process non air documentation</td>
<td></td>
</tr>
<tr>
<td>THHGCS01A</td>
<td>Develop and update local knowledge</td>
<td></td>
</tr>
</tbody>
</table>
# Tourism Competency Record

## UNITS OF COMPETENCY FOR CERTIFICATE II IN TOURISM (SALES/OFFICE OPERATIONS) THT20198

### THHCOR01A Work with colleagues and customers

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Communicate in the workplace</td>
<td></td>
</tr>
<tr>
<td>2. Provide assistance to internal and external customers</td>
<td></td>
</tr>
<tr>
<td>3. Maintain personal presentation standards</td>
<td></td>
</tr>
<tr>
<td>4. Work in a team</td>
<td></td>
</tr>
</tbody>
</table>

### 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 THHCOR01A Work with colleagues and customers

Signature ______________________ Date ______________________
**THHCOR02A Work in a socially diverse environment**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Communicate with customers and colleagues from diverse backgrounds</td>
<td></td>
</tr>
<tr>
<td>2. Deal with cross cultural misunderstandings</td>
<td></td>
</tr>
</tbody>
</table>

---

**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

**THHCOR02A Work in a socially diverse environment**

Signature ______________________ Date ______________________
THHCOR03A  Follow health, safety and security procedures

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

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

THHCOR03A  Follow health, safety and security procedures

Signature ______________________ Date ______________________
THTTCO01A  Develop and update tourism industry knowledge

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Seek information on the tourism industry</td>
<td></td>
</tr>
<tr>
<td>2. Update tourism industry knowledge</td>
<td></td>
</tr>
</tbody>
</table>

VERIFICATION OF ACHIEVEMENT OF UNIT OF COMPETENCY

I, [Name of Assessor], of [Registered Training Organisation]

certify that

[Name of Student] has demonstrated competence in the unit of competency

THTTCO01A  Develop and update tourism industry knowledge

Signature ______________________ Date ______________________
### Tourism Competency Record

**THHGGA01A/THHBFO07A Communicate on the telephone**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Respond to incoming telephone calls</td>
<td><img src="signature" alt="Signature" /> Date <img src="date" alt="Date" /></td>
</tr>
<tr>
<td>2. Make telephone calls</td>
<td><img src="signature" alt="Signature" /> Date <img src="date" alt="Date" /></td>
</tr>
</tbody>
</table>

---

**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

**THHGGA01A/THHBFO07A Communicate on the telephone**

Signature ______________________ Date ______________________
### Tourism Competency Record

**THHGGA02A/THHBFO06A**  
**Perform clerical procedures**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Process office documents</td>
<td></td>
</tr>
<tr>
<td>2. Draft correspondence</td>
<td></td>
</tr>
<tr>
<td>3. Maintain document systems</td>
<td></td>
</tr>
</tbody>
</table>

**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

**THHGGA02A/THHBFO06A**  
**Perform clerical procedures**

Signature ______________________  
Date ______________________
THHGCT01A  Access and retrieve computer data

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Open file</td>
<td></td>
</tr>
<tr>
<td>2. Retrieve and amend data</td>
<td></td>
</tr>
<tr>
<td>3. Close and exit files</td>
<td></td>
</tr>
</tbody>
</table>

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

THHGCT01A  Access and retrieve computer data

Signature ______________________ Date ______________________
### THHGCT02A Produce documents on computer

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Create computer file</td>
<td></td>
</tr>
<tr>
<td>2. Produce document from written or oral text</td>
<td></td>
</tr>
<tr>
<td>3. Print and deliver document</td>
<td></td>
</tr>
<tr>
<td>4. Save, exit and shutdown</td>
<td></td>
</tr>
</tbody>
</table>

### 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

THHGCT02A Produce documents on computer

Signature ______________________ Date ______________________
## THHGFA01A Process financial transactions

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Process receipts and payments</td>
<td></td>
</tr>
<tr>
<td>2. Reconcile takings</td>
<td></td>
</tr>
</tbody>
</table>

### 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

**THHGFA01A Process financial transactions**

Signature ______________________  Date ______________________
**THTSOP03A Access and interpret product information**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Identify and access production information</td>
<td></td>
</tr>
<tr>
<td>2. Interpret product information</td>
<td></td>
</tr>
<tr>
<td>3. Provide product advice</td>
<td></td>
</tr>
</tbody>
</table>

**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

**THTSOP03A Access and interpret product information**

Signature ______________________ Date ______________________
### THTSOP02A  Source and provide destination information and advice

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop destination knowledge</td>
<td></td>
</tr>
<tr>
<td>2. Update destination knowledge</td>
<td></td>
</tr>
<tr>
<td>3. Provide destination information and advice</td>
<td></td>
</tr>
</tbody>
</table>

**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

*THTSOP02A  Source and provide destination information and advice*

Signature __________________________  Date __________________________
### Tourism Competency Record

**THTSOP09A Process non air documentation**

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Interpret information required for processing of documentation</td>
<td></td>
</tr>
<tr>
<td>2. Process documentation</td>
<td></td>
</tr>
</tbody>
</table>

---

**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

*THTSOP09A Process non air documentation*

Signature __________________ Date __________________


THHGCS01A  Develop and update local knowledge

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop local knowledge</td>
<td></td>
</tr>
<tr>
<td>2. Update local knowledge</td>
<td></td>
</tr>
</tbody>
</table>

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

THHGCS01A  Develop and update local knowledge

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; or
• 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; or
• 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.
## Tourism Competency Record

<table>
<thead>
<tr>
<th>Element of Competency</th>
<th>Competent (Assessor Signature)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
</tbody>
</table>

**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 ___________________