

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Develop and update hospitality industry knowledge		
Unit code	Competency field	Sector	HSC Indicative Hours
SITHIND001A	Working in Industry	Hospitality	20

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to develop and update knowledge of the hospitality industry, including the role of different industry sectors and key legal and ethical issues that must be considered by hospitality industry personnel in their day to day work. This knowledge underpins effective performance in the hospitality industry.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
Prerequisite units	Nil
Application of the unit	<p>This unit describes a key function for all people working in the hospitality industry who require an essential and broad knowledge of the hospitality industry to support all work activities.</p> <p>They may work within any hospitality industry sector, in any location and for any organisation type. This unit does not require an in depth knowledge of every feature of the hospitality industry. It focuses on the ability to collect and interpret general industry information. It covers the initial and ongoing development of a person's required knowledge base.</p>
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit of competency is packaged, will assist in identifying employability skill requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> ability to source initial and updated hospitality industry information and to apply this to day to day activities general knowledge of the hospitality industry, including main roles, functions and interrelationships of different sectors, with a more detailed knowledge of issues relating to a specific sector or workplace 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> that the candidate has accessed appropriate computers, printers and communication technologies to facilitate the processes involved in sourcing industry information access to information sources in order to conduct research and collect sufficient information access to industry association membership 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> project to research differing aspects of the hospitality industry and deliver the sourced information in a brief written presentation project activities that allow the candidate to demonstrate the application of knowledge 	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or</p>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/	Context of and specific resources for assessment cont/	Methods of assessment cont/d	Assessing employability skills cont/d
<ul style="list-style-type: none"> • general knowledge of the key legal and ethical issues for the hospitality industry. 	<p>information and codes of conduct and accreditation information</p> <ul style="list-style-type: none"> • access to plain English documents that describe key hospitality and general workplace legislation. 	<p>to specific hospitality industry contexts and situations</p> <ul style="list-style-type: none"> • case studies and problem-solving exercises to assess application of knowledge to different situations and contexts • written and oral questioning or interview to test knowledge of different sectors of the hospitality industry and their interrelationships, the key content of legislation and industry codes of conduct • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	<p>qualification and in the context of the job role.</p>

<p style="text-align: center;">Required Skills and Knowledge</p> <p style="text-align: center;">This section describes the essential skills and knowledge and their level, required for this unit.</p>		<p style="text-align: center;">HSC Requirements and Advice</p>
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • basic research skills, including: • identifying relevant information <ul style="list-style-type: none"> - questioning techniques to obtain information - note taking - sorting and summarising information • communication and literacy skills to source, read and interpret general information on the hospitality industry • literacy skills to read and interpret plain English information documents that relate to legal issues affecting the hospitality industry. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • different sectors of the hospitality industry and their interrelationships, including a general knowledge of the role and function of: <ul style="list-style-type: none"> - food and beverage - front office - food production or kitchen operations - housekeeping - clubs - gaming • overview of quality assurance, quality activities and continuous improvement in the hospitality industry and the role of individual staff members within the quality process • industry information sources • role of trade unions and employer groups in the industry • environmental responsibilities of the industry, including waste minimisation and recycling • main objectives, requirements and impact on individual staff of federal, and state or territory legislation, regulations and guidelines that apply to the industry in the following areas: <ul style="list-style-type: none"> - liquor, including responsible service of alcohol - health and safety - hygiene - gaming - workplace relations - workers' compensation - consumer protection and trade practices - duty of care - building regulations - equal employment opportunity (EEO) and anti discrimination • overview of current and emerging technology used in the hospitality industry. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • hospitality industry knowledge Chap 1 & Glossary • industry sectors Pages 5-9 & Glossary • issues of concern Glossary • legal/ethical issues page 11 & Glossary • sources of information page 37 & Glossary.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<p>1 Seek information on the hospitality industry.</p>	<p>1.1 Identify and access <i>information sources</i> on the hospitality industry appropriately and correctly.</p>	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Information sources include:</i></p> <ul style="list-style-type: none"> • media • reference books • libraries • unions • industry associations • industry journals • internet • information services • personal observation and experience • colleagues, supervisors and managers • industry contacts, mentors and advisers. 	<p>Learning experiences for the HSC must address:</p> <p>Basic research skills for:</p> <ul style="list-style-type: none"> • identification of relevant information • questioning techniques to obtain information • sorting, summarising and presenting information. <p>Activities on pages 10, 11, 29, 33, 36 & 37</p> <p>An awareness of sources of current industry information. Activity on page 37</p> <p>Knowledge of how to access and validate sources of information that are relevant to the hospitality industry. Activity on page 37</p> <p>A range of opportunities to source, access, read and interpret a range of information and relevant workplace documentation in relation to the hospitality industry. Covered in activities in chapter 1 and major assessment event</p>
		<ul style="list-style-type: none"> • 	<p>Identifying and describing the key roles and functions in hospitality enterprises and their interrelationships including: Pages 10 & 27</p> <p>food and beverage Page 16 front office Page 14 food production/kitchen Page 22 housekeeping Page 14 gaming Pages 7, 24 & 25 sales and marketing Page 18 human resources Page 20 financial control/accounts Page 18 maintenance Page 26 security. Page 26</p> <p>An understanding of the interrelationship between the hospitality industry and:</p> <ul style="list-style-type: none"> • the tourism industry Pages 4, 5, 9 & 12 • other related industries. Page 9 & 12

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			<p>Learning experiences for the HSC must address:</p> <p>An awareness of the following in relation to the hospitality industry in Australia:</p> <ul style="list-style-type: none"> • employment Page 8 • national economic importance Page 9. <p>An awareness of employment conditions within the hospitality industry including: Page 10, 11 & 12 industrial award(s) Page 35 & 36</p> <ul style="list-style-type: none"> • enterprise agreement(s) • workplace agreement(s). <p>An awareness of current industrial relations issues affecting the hospitality industry. Pages 34 - 37</p> <p>An awareness of the primary role/function of industry bodies including: Page 35 & 36</p> <ul style="list-style-type: none"> • employer/employee groups/professional associations • unions • training. Page 32
			<p>Personal attributes and work ethics of an employee within the hospitality industry including: Page 36 Pages 14 – 26 in staff skills and knowledge</p> <ul style="list-style-type: none"> • attendance and punctuality • ethical behaviour • honesty • work performance • taking directives • attention to detail • appropriate dress and personal presentation • personal hygiene • attitude • confidentiality • consistency of service • safe work practices. <p>An overview of the role of employees in quality assurance.</p> <p>Pages 43, 44, 59 & 60, Chapter 2.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>Learning experiences for the HSC must address:</p> <p>An awareness of occupational areas within the key departments of the hospitality industry including:</p> <p>Summary pages 30-31</p> <p>food production Pages 22 & 23</p> <ul style="list-style-type: none"> - head chef - sous chef - kitchen hand <p>food and beverage Pages 16 & 17</p> <ul style="list-style-type: none"> - head waiter - wine waiter <p>accommodation services Pages 14 & 15</p> <ul style="list-style-type: none"> - reservation sales agent - guest services agent - room attendant. <p>An understanding of:</p> <ul style="list-style-type: none"> - work undertaken in different work areas/ departments/sections Pages 14 -26 - interrelationship between work areas/departments/ sections. Page 27 <p>An awareness of career pathways within the hospitality industry and knowledge and skills required for different job roles. Page 30-31</p> <p>An understanding of the difference between full-time, part-time, casual and contract employment. Page 32.</p> <p>Further information can be obtained by reviewing an award.</p>

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			<p>Learning experiences for the HSC must address:</p> <p>Self-reflection skills including: Activity pages 31&32</p> <ul style="list-style-type: none"> • recognition of current knowledge and skills identification of <ul style="list-style-type: none"> - knowledge and skills required for current job - knowledge and skill gaps - learning opportunities to meet potential learning needs and fulfil career aspirations. <p>Pages 14-26</p> <p>Recognition of learning as an ongoing process and an awareness of opportunities to meet learning needs including:</p> <ul style="list-style-type: none"> • on-the-job and/or off-the-job training • seminars/workshops/courses • multiskilling/job rotation in current workplace <p>Glossary</p> <ul style="list-style-type: none"> • mentoring programs. <p>Page 32</p> <p>An understanding of the difference between:</p> <ul style="list-style-type: none"> • an apprenticeship • a traineeship. <p>Glossary</p> <p>An awareness of evidence of learning including:</p> <ul style="list-style-type: none"> • transcript/qualification • work diary • supervisor and/or team leader’s report/evaluation/appraisal • competency record, learning portfolio. Glossary
	1.3 Access and update specific information on relevant sectors of work.		
	1.4 Use knowledge of the hospitality industry in the correct context to enhance quality of work performance.		<p>Importance of updating hospitality information to:</p> <ul style="list-style-type: none"> • maintain professionalism, ensure quality service • promote products and services. <p>Page 32 and activity on Page 37</p> <p>Application of industry knowledge to day-to-day activities including: Pages 42-47.</p> <ul style="list-style-type: none"> • providing consistent quality service to guests • providing information to guests relating to specific products and services.

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<p>2 Source and apply information on legal and ethical issues for the hospitality industry.</p>	<p>2.1 Obtain information on <i>legal and ethical issues</i> to assist effective work performance.</p>	<p><i>Legal issues</i> that impact on the industry include:</p> <ul style="list-style-type: none"> • consumer protection • duty of care • EEO • anti discrimination • workplace relations. • child sex tourism. <p><i>Ethical issues</i> impacting on the industry <u>relate to</u>:</p> <ul style="list-style-type: none"> • confidentiality • commission procedures • overbooking • pricing • tipping • familiarisations • gifts and services free of charge • product recommendations. 	<p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • legal Glossary • ethical Glossary, page 49 Page 33, Activity Page 36 <p>An awareness of the purpose and intent of food safety legislation and regulations including:</p> <ul style="list-style-type: none"> • <i>Food Act 2003</i> (NSW) (as amended) • Food Regulation 2004 (NSW). Page 11 & Workplace Hygiene Chapter 5. <p>An awareness of the Food Safety Standards for Australia contained in the Australian and New Zealand Food Standards Code.</p> <p>An awareness of the purpose and intent of legal requirements for a range of areas including:</p> <ul style="list-style-type: none"> • hygiene <i>Food Act 2003</i> (NSW) (as amended) Page 11 • liquor Responsible Service of Alcohol Page 10 environment Page 11 <ul style="list-style-type: none"> - <i>Smoke Free Environment Act 2000</i> (NSW) - <i>Smoke free environment regulation 2001</i> (2001) - building regulation and local council regulations • gaming Page 11 <ul style="list-style-type: none"> - Responsible Conduct of Gaming/Gambling • health and safety Page 11 & Chapter 4. <ul style="list-style-type: none"> - <i>Occupational Health and Safety Act 2000</i> (NSW) - <i>Occupational Health and Safety Regulations 2001</i> (NSW) • workers compensation Page 11 <ul style="list-style-type: none"> - <i>Workers Compensation Act 1987</i> (NSW) (as amended) • consumer protection and trade practices Page 11 <ul style="list-style-type: none"> - <i>Fair Trading Act 1987</i> (NSW) (as amended) - <i>Trade Practices Act 1974</i> (Cth) (as amended) • workplace relations Page 11 <ul style="list-style-type: none"> - <i>Workplace Relations Act 1996</i> (Cth) (as amended).

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	<p>2.2 Conduct day to day hospitality industry activities according to legal obligations and ethical industry practices.</p>		<p>Learning experiences for the HSC must address:</p> <p>An understanding of the principles of anti-discrimination and an awareness of the intent of the <i>Anti-Discrimination Act 1977</i> (NSW). Page 11</p> <p>An understanding of the different forms of bullying and harassment in the workplace including:</p> <ul style="list-style-type: none"> • Sexual, verbal, physical & psychological. Page 11 <p>An understanding of:</p> <ul style="list-style-type: none"> • workplace policies and procedures designed to prevent discrimination and harassment in the workplace page 143 • the legal ramifications of inappropriate workplace conduct • recourse in the event of inappropriate conduct <ul style="list-style-type: none"> - reporting complaints page 63 - grievance procedures <p style="padding-left: 40px;">disciplinary action. Page 36</p> <p>A basic awareness of the <i>Privacy Act 1988</i> (Cth) including:</p> <ul style="list-style-type: none"> • information privacy principles • national privacy principles. Page 11 & 33
<p>3 Update hospitality industry knowledge.</p>	<p>3.1 Identify and use a range of opportunities to update general knowledge of the hospitality industry.</p>		<p>An awareness of opportunities for updating knowledge including:</p> <ul style="list-style-type: none"> • in-services • training courses • in-house training • reference manuals. <p>Activity page 32</p>

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	3.2 Monitor current <i>issues of concern</i> to the industry.	<p><i>Issues of concern</i> to the industry may be related to:</p> <ul style="list-style-type: none"> • government initiatives • emerging markets • environmental and social issues • labour issues • industry expansion or retraction 	<p>A detailed knowledge of at least two current issues of concern to the hospitality industry for example:</p> <ul style="list-style-type: none"> • labour/skills shortage • emerging markets Activity page 6, 10, • competitiveness • public liability • risk management Page 121 • health and safety Chapter 4 social and environmental issues. Chaps 3 & 6 <p>An understanding of the effects of emerging technology on:</p> <ul style="list-style-type: none"> • current work practices/productivity • employment • work methods/techniques • market conditions/new markets • cost-effectiveness. <p>Activity page 10</p>
	3.3 Share updated knowledge with customers and colleagues as appropriate and incorporate this knowledge into day to day work activities.		<p>An understanding of the value of sharing and updating information to:</p> <ul style="list-style-type: none"> • maintain professionalism • promote of products and services • meet work goals • improve customer service • promote positive work relations. <p>Page 37 and 42</p> <p>Providing assistance to team members including:</p> <ul style="list-style-type: none"> • formal/informal support • mentoring • sharing ideas and knowledge. <p>Chapter 2 Page 71 & 72</p> <p>Disseminating information through a variety of channels including:</p> <ul style="list-style-type: none"> • direct mail • corporate websites and e-newsletters • one-to-one communication. <p>Pages 50-57</p>