



CATAPULT

SITHIND006

Source and use information on the hospitality industry

Unit/Assessment Mapping (Extract)

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This Unit/Assessment Mapping extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITHIND006.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/SITHIND006/>

Unit mapping

KQ: Knowledge questions

P: Project

PA: Practical assessment

KQ

P

PA

Elements and performance criteria

E 1 Source and use industry information

PC 1.1	Identify sources of information on the structure and operation of the hospitality industry	Q 1.1 Q 1.2 Q 1.3 Q 1.4	P 1	PA
PC 1.2	Access information of relevance to the hospitality industry to assist operational duties	Q 1.5 Q 1.6 Q 1.7	P 1	PA
PC 1.3	Obtain information on features of current and emerging hospitality products and services relevant to job role	Q 1.8	P 1	PA
PC 1.4	Apply information about the hospitality industry and its products and services to enhance the quality of work performance	Q 1.9	P 1	PA

E 2 Source and use compliance information

PC 2.1	Obtain information on laws specifically relevant to the hospitality industry and work compliantly	Q 2.1 Q 2.2 Q 2.3	P 1	PA
PC 2.2	Seek information on industry quality assurance schemes and apply to benefit own organisation	Q 2.4 Q 2.5 Q 2.6 Q 2.7	P 1	PA
PC 2.3	Access and apply information on career planning and equal employment opportunity (EEO) law	Q 2.8 Q 2.9 Q 2.10	P 1	PA
PC 2.4	Obtain information on ethical industry practices and conduct day to day hospitality activities according to those practices	Q 2.11 Q 2.12 Q 2.13	P 1	PA

E 3 Source and use information on hospitality technology

PC 3.1	Source and access information on current and emerging technologies that impact on operational duties	Q 3.1 Q 3.2	P 1	PA
PC 3.2	Use information on technology to suggest new and improved workplace practices	Q 3.3	P 1	PA
PC 3.3	Use current and emerging technology in day to day work activities	Q 3.4	P 1	PA

KQ: Knowledge questions**P: Project****KQ****P****PA****PA: Practical assessment****Elements and performance criteria****E 4 Update personal and organisational knowledge of the hospitality industry**

PC 4.1	Identify current issues and trends for the industry	Q 4.1 Q 4.2	P 1	PA
PC 4.2	Identify and use a range of opportunities to update current and emerging knowledge of the hospitality industry	Q 4.3	P 1	PA
PC 4.3	Share updated information with colleagues	Q 4.4 Q 4.5	P 1	PA

KQ: Knowledge questions**P: Project****KQ****P****PA****PA: Practical assessment****Knowledge evidence**

KE 1	Sources of information on the hospitality industry: <ul style="list-style-type: none"> ▪ developers of codes of conduct or ethics ▪ discussions with experienced industry personnel ▪ industry accreditation operators ▪ industry associations and organisations ▪ industry journals, reference books and seminars ▪ networking with colleagues and suppliers ▪ personal observations and experience ▪ plain English documents, issued by government regulators, that describe laws relevant to the hospitality industry ▪ training courses ▪ unions 	Q 1.1
KE 2	Structure of the hospitality industry and its different sectors: <ul style="list-style-type: none"> ▪ key characteristics ▪ main functions ▪ features and services of businesses within the local and regional industry ▪ business relationships between different sectors 	Q 1.2 Q 1.3 Q 1.9
KE 3	Information of relevance to the hospitality industry: <ul style="list-style-type: none"> ▪ economic and social significance of the hospitality industry ▪ career opportunities within the industry ▪ roles and general responsibilities for different jobs in the industry 	Q 1.4 Q 1.5 Q 1.9 Q 2.8 Q 3.2 Q 4.1
KE 4	Key ways that information is used to enhance the quality of work performance: <ul style="list-style-type: none"> ▪ improving skills and productivity ▪ producing products and services to meet current market trends and customer expectations ▪ providing quality hospitality service ▪ suggesting new and improved ways of doing things ▪ working effectively with: <ul style="list-style-type: none"> – other sectors of the hospitality industry – suppliers ▪ working according to: <ul style="list-style-type: none"> – ethical industry practices – legal requirements for self and the organisation 	Q 1.3 Q 1.8 Q 1.9 Q 2.1 Q 2.2 Q 2.3 Q 2.8 Q 2.9 Q 2.10 Q 2.11 Q 2.12 Q 3.2 Q 3.3 Q 3.4 Q 4.3 Q 4.4 Q 4.5
KE 5	Key characteristics and main functions of allied and related industries	Q 1.3
KE 6	Primary functions of: <ul style="list-style-type: none"> ▪ major industry associations ▪ trade unions 	Q 2.4

KQ: Knowledge questions				
P: Project		KQ	P	PA
PA: Practical assessment				
KE 7	Basic aspects of ethical issues specifically relevant to the hospitality industry	Q 2.11 Q 2.12 Q 2.13		
KE 8	Basic aspects of hospitality industry quality assurance processes: <ul style="list-style-type: none"> ▪ industry accreditation schemes ▪ codes of conduct or ethics ▪ industry association membership ▪ occupational licensing 	Q 2.5 Q 2.6 Q 2.7		
KE 9	Basic aspects of state, territory and Commonwealth laws specifically relevant to the hospitality industry and actions that must be adhered to by hospitality businesses: <ul style="list-style-type: none"> ▪ food safety ▪ responsible service of alcohol ▪ responsible conduct of gambling ▪ local community protection that must be met by hospitality industry operators when delivering services and requirements to maintain the lifestyle of neighbouring residents 	Q 2.1 Q 2.2		
KE 10	Basic aspects of industrial relations: <ul style="list-style-type: none"> ▪ award provisions ▪ equal employment opportunity (EEO) law ▪ rights of employees and responsibilities of employers to make merit-based employment decisions 	Q 2.9		
KE 11	Current and emerging technology used in the hospitality industry: <ul style="list-style-type: none"> ▪ catering systems ▪ applications for electronic devices and computers ▪ computer-aided despatch systems ▪ food production systems ▪ industry online booking systems ▪ industry reservations, operations and financial and tracking systems ▪ project management systems 	Q 3.1 Q 3.2 Q 3.3 Q 3.4		
KE 12	Social media sites	Q 1.8 Q 3.4 Q 4.2		

KQ: Knowledge questions**P: Project****KQ****P****PA****PA: Practical assessment****Performance evidence**

PE 1	Source and document current and emerging industry information on the hospitality industry using at least three information sources listed in the knowledge evidence			PA
PE 1	Interpret information on the following and share with colleagues to improve knowledge of the hospitality industry: <ul style="list-style-type: none">▪ current and emerging products and services▪ current issues▪ career opportunities▪ relationship between other related industries▪ compliance issues and quality assurance▪ new products, technology, techniques and services▪ work ethic required to work in the industry			PA
PE 3	Identify ways to integrate current hospitality industry information into daily work activities to enhance the quality of work performance on at least one occasion			PA

Trainer/assessor instructions and requirements

These training and assessment materials are a commercially produced resource designed to underpin training and assessment delivery strategies.

Catapult Smallprint resources

Catapult Smallprint resources are current, according to information provided by the official National Register of Information on Training Packages, training.gov.au (TGA).

Catapult Smallprint offer:

- a learning resource—theory component
- an assessment workbook—a suite of assessment tools

The assessment tools are mapped against:

- elements and performance criteria
- performance evidence
- knowledge evidence

Information for Registered Training Organisation only

RTOs must conduct their own validation and mapping to verify that the assessment tools and instruments used:

- enable the collection of evidence that complies with the Principles of Assessment and the Rules of Evidence
- can be used by different trainer/assessors to achieve consistent results
- can be applied in a range of assessment situations
- align with the RTO's Training and Assessment Strategy (TAS)

If any gaps are identified the RTO must develop their own evidence gathering methods, assessment tools or activities.

If used correctly the assessment tools should provide a comprehensive assessment.

Catapult Smallprint do not promote that the use of their resources will ensure compliance with all VET Regulations. It is the responsibility of the RTO to meet those requirements and develop their own Training and Assessment Strategy (TAS).

Learning resource

The learning content is divided into topics which address the learning elements and performance criteria for each unit.

At the end of each topic the learner is provided with:

- a set of true or false questions
- a set of multiple choice questions

These questions are self-marking and do not form part of the assessment. They provide an opportunity for learners to test their understanding of the topics.

The learning resource is designed for self-paced learning but is also suitable for face to face or workshop delivery.

The trainer/assessor should provide supplementary information including interpretation of the contents of this resource. They should initiate discussion about the subject matter and encourage learners to contribute their own experiences and their interpretations of the material.

Learners should be encouraged to undertake additional research.

This might include:

- reading
- reflection
- drawing on their own knowledge and experience

It is not necessary to work through the resource in the order in which it is written. This is at the discretion of the trainer/assessor.

Assessment workbook

The trainer/assessor must explain to learners:

- what competency-based training is
- how competency-based assessment works and how they will be assessed
- what constitutes competency
- the assessment conditions applicable to this unit
- the resources required for assessment
- the Rules of Evidence
- the training organisation's complaints and appeals procedures
- the role of the trainer/assessor
- how the skills recognition (RPL) checklist can be used
- when the completion record will be signed

The tools that can be used to assess learners' competencies include the:

- knowledge questions
 - project
 - practical assessment
-

Assessment agreement

The trainer/assessor must explain:

- how and when assessment will occur
- the tools and instruments that will be used to collect evidence
- the assessment conditions that apply to this unit
- how adjustments can be made for special needs
- the learner's rights if they want to dispute an assessment result
- that all work submitted by the learner must be their own
- that plagiarism is not acceptable
- why the assessment agreement must be signed

The learner and the trainer/assessor need to sign the assessment agreement.

Foundation skills checklist

The trainer/assessor should identify the foundation skills levels of learners to determine whether additional support needs to be provided.

The foundation skills checklist in this resource is a general listing of the base foundation skills that are required to successfully complete any unit of competency

Foundation skills are:

- LLN Skills
 - reading
 - writing
 - oral communication
 - numeracy
- Employability skills
 - navigating the world of work
 - interacting with others
 - getting the work done

Training packages identify foundation skill requirements in a variety of ways:

- in some packages foundation skills are explicit in the performance criteria of the unit of competency
- in others specific foundation skills are identified for individual units of competency
- in others all foundation skills are identified separately

The trainer/assessor should source and use foundation skills assessment methodologies that suit the learner cohort.

Skills recognition

The trainer/assessor needs to determine how they wish to use this section.

Evidence of existing skills can be provided for all or parts of the unit. This could mean that some of the knowledge questions or practical tasks do not need to be completed.

Evidence of existing skills and knowledge can be obtained by sighting, for example:

- previous training results or qualifications
- workplace documents
- testimonials of skills obtained through unpaid work
- references from employers

Trainer/assessors must discuss the evidence requirements with the learner.

Any evidence submitted must comply with the Principles of Assessment and Rules of Evidence.

On completion of an RPL assessment the trainer/assessor should record their comments and mark the applicant's submission as Satisfactory/Not Satisfactory.

Knowledge questions

The knowledge questions address the learner's understanding of the information covered in:

- the elements and performance criteria for this unit
- the knowledge evidence for this unit

The questions address each performance criteria and are designed to elicit evidence of underpinning knowledge.

Where essential knowledge requirements have not been referred to in performance criteria, additional questions are provided.

The trainer/assessor will determine which questions need to be answered to ensure a satisfactory outcome.

The trainer/assessor must provide clear instructions to the learner regarding:

- the manner in which responses should be presented, for example: hand written in the space provided, in a word-processed document, verbally, on-line
- whether additional questions need to be answered

If verbal responses are provided the trainer/assessor must document the learner's responses verbatim.

When questions are answered the trainer/assessor should provide feedback to the learner. If responses are unsatisfactory the learner should be given the opportunity to provide additional information or to re-submit.

Answers should be marked as Satisfactory/Not Satisfactory.

Project

Projects are an assessment tool that can address either practical or knowledge-based skills. Learners might be asked to complete the project in addition to the other assessment activities. In some instances, it can be used as an alternative to the knowledge questions or the practical assessment tasks.

The assessor will decide how the project will be used and must advise learners about whether they need to complete it.

Practical assessment

Trainer/assessors must inform learners of:

- the assessment conditions
- the required performance standards
- how, when and where assessment will take place
- any assistance they will receive
- the resources that will be supplied
- how their performance will be recorded
- what to do if they disagree with the assessment results

The practical assessment requires that learners demonstrate the skills they have developed as a result of their training. They must perform the nominated skills and their performance must be observed by the assessor or a suitably qualified and experienced third party. The third party cannot conduct the assessment but can provide supplementary evidence for the assessor to use. Assessor comments must be recorded, and performance results marked as Satisfactory, or Not Satisfactory as they will contribute to the final judgment of competence.

Practical assessments might be conducted in a workplace, as simulations, or as a series of relevant role plays. If assessment cannot be conducted in a workplace the assessor must ensure that the simulations and role plays replicate a workplace as nearly as possible. The assessor is responsible for ensuring that learners have access to the resources needed to complete the assessment.

Completion record

The results of each form of assessment, plus any extra requirements nominated by the assessor, should be recorded in the assessment workbook.

The trainer/assessor must ensure that the:

- assessment conditions for this unit were met
- learner answered the knowledge questions at the required standard for the unit level
- learner performed all the practical tasks to the required standard for the unit level
- learner was provided with detailed feedback
- any additional assessment requirements were completed

The completion record should be signed by the learner and trainer/assessor.
