



CATAPULT

SITHIND002

Source and use information on the hospitality industry

Table of Contents (Extract)

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This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITHIND002.

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/SITHIND002/>

Trainer/assessor guide

SITHIND002

Source and use information on the hospitality industry

Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry. Hospitality personnel integrate this essential knowledge on a daily basis to work effectively in the industry.

The unit applies to all hospitality sectors and people working at different levels. Managers will use more formal research to attain specialised and comprehensive knowledge to support product planning, marketing and strategic management activities. This is covered in other units of competency.

This unit is not about having in-depth knowledge but focuses on the ability to source and interpret information relevant to day-to-day activities in order to maximise work performance.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Source and use industry information.	5
Information.....	5
Check your understanding	13
Topic 2: Source and use compliance information.....	15
Legislation.....	15
Quality assurance	18
Career planning	21
Ethical practices	25
Check your understanding	29
Topic 3: Source and use information on hospitality technology.....	31
Current and emerging technologies	31
Check your understanding	37
Topic 4: Update personal and organisational knowledge of the hospitality industry.....	39
Industry knowledge	39
Check your understanding	43
References.....	45
Assessment workbook	47
Unit information	49
What is competency-based assessment?.....	50
How will my competency be assessed?.....	51
Assessment agreement.....	52
Foundation skills checklist.....	53
Skills recognition	54
Topic 1: Source and use industry information	55
Topic 2: Source and use compliance information	56
Topic 3: Source and use information on hospitality technology.....	57
Topic 4: Update personal and organisational knowledge of the hospitality industry	58
Knowledge questions	59
Topic 1: Source and use industry information	61
Topic 2: Source and use compliance information	65
Topic 3: Source and use information on hospitality technology.....	70
Topic 4: Update personal and organisational knowledge of the hospitality industry	73
Topic 5: Specific knowledge evidence	76
Performance tasks	80
Third party evidence collection agreement	81
Topic 1: Source and use industry information	82
Topic 2: Source and use compliance information	84
Topic 3: Source and use information on hospitality technology.....	85
Topic 4: Update personal and organisational knowledge of the hospitality industry	86

Completion record..... 87
Unit mapping and assessment checklist 88
Trainer/ assessor user instructions..... 92

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Source and use industry information
- » Source and use compliance information
- » Source and use information on hospitality technology
- » Update personal and organisational knowledge of the hospitality industry

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

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

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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