



TRAINING AND ASSESSMENT STRATEGY USER CHOICE STUDENTS

CERTIFICATE III IN HOSPITALITY – SIT30713

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INTRODUCTION

Acronyms you will find in this document.

Acronym	Definition
ACPET	Australian Council for Private Education & Training
AQF	Australian Quality Framework
ASQA	Australian Skills Quality Authority
AVETMISS	Australian Vocational Education and Training Management Information Statistical standard.
CT	Credit Transfer
CTC	Careers Training Centre
NVR	National VET Regulator
QID	Quality Indicator Data
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
VET	Vocational Education and Training
The Act	National Vocational Education and Training Regulator Act 2011
The Standards	Standards for Registered Training Organisations (RTOs) 2015
USI	Unique Student Identifier

Definitions

Training and assessment strategy means a framework that guides the learning requirements and the teaching, training and assessment arrangements of a VET qualification. It is the document that outlines the macro-level requirements of the learning and assessment process.¹

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.¹

¹ Source: Standards for Registered Training Organisations (RTOs) 2015

TRAINING AND ASSESSMENT STRATEGY

Code:	SIT30713	Title:	Certificate III in Hospitality		
Release:	3	Release status:	Current	Release:	3
Parent training package:	SIT12 - Tourism, Travel and Hospitality Training Package				

This qualification reflects the role of skilled operators who use a range of well-developed hospitality skills. They use discretion and judgment and have a sound knowledge of industry operations. They work with some independence and under limited supervision and may provide operational advice and support to team members.

Career Prospects

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafes and coffee shops. It provides options for specialisation in areas such as accommodation services, food and beverage and gaming. The qualification also allows an outcome for small businesses requiring multi-skilled employees.

Possible job titles include:

- Espresso coffee machine operator
- Food and beverage attendant
- Front desk receptionist
- Function attendant
- Function host
- Gaming attendant
- Housekeeper
- Restaurant host
- Senior bar attendant
- Waiter

Visit <http://www.discovertourism.com.au/career-paths> for more information on careers within hospitality and tourism.

A Traineeship using User Choice Funding.

The User Choice program provides public funding for the delivery of accredited, entry level training to apprentices and trainees.

The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

Registered training organisations provide students with training that result in qualifications and statements of attainment that are recognised and accepted by industry and other registered training organisations throughout Australia.

The Queensland User Choice program enables trainees and their employers to select a preferred Registered Training Organisation (RTO) from a list of Pre qualified Suppliers for the delivery of accredited training to meet their specific needs. Prior to sign up a student should understand the Multiple Governments Contribution section of the User Choice Policy and its implications on the student obtaining funding for additional qualifications. Information about User Choice is available at www.training.qld.gov.au

Through User Choice, the employer and the trainee, have the ability to select a Registered Training Organisation (RTO) to meet their needs. There are many RTO's offering different styles of training delivery. Careers Training Centre delivers training in small groups, works with the employer and trainee one on one or in blocks of time that met the needs of the employer and trainee. Training is focused on developing the skill and knowledge required and combining this with practical application in the workplace. Careers Training Centre will discuss with the employer what best suits their needs and work with them to tailor training that best fits those needs.

The Australian Apprenticeship Centre will be able to supply a list of registered training organisation that are available in your area to deliver accredited training. Contact www.apprenticeshipinfo.qld.gov.au or find your local Training Queensland office (in Quick links menu) or phone 1800 210 210

It is very important that you read and understand the terms and conditions of the training agreement and prior to signing for a qualification or traineeship that students understand the Multiple Government Contributions section of the User Choice Policy.

The Australian Apprenticeship Centre (AAC) will register the training contact between all the parties with the State Government and provide information regarding the responsibilities of the employer and trainee. A training plan will be completed within 30 days and training will commence. We will visit the employer in the workplace and develop this training plan with the employer and trainee. Each unit within the training plan will have a start and finish date for completion. The training plan helps the employer and trainee to understand what is expected during the traineeship and how training will be provided as well as setting what it is that will be learnt and how this will be demonstrated. It outlines what the trainee will learn, where the traineeship will be trained, how it will be trained, and how and when the trainee will be assessed

Tuition fee are applicable on all traineeship and this will be discussed with the employer and trainee. It is the responsibility of the trainee to pay all tuition fees and the cost will be advised when the training plan is completed. Trainees attend structured training regularly and employers will be regularly advised of the trainees' progression in their traineeship.

Cost of training

There may be costs involved with your traineeship for the employer and the trainee. The Australian Apprenticeship Centre (AAC) will be able to advise an employer of the level of funding available under the accredited qualification. Student tuition fees may be applicable and the cost will be advised when a training plan is completed.

Under the user Choice contact employers and students have a 30 day probation period. A probation period of time is when the apprentice or trainee works and trains with their employer before each decides whether to continue with the traineeship. If both parties decide to continue they work together until you achieve all necessary skills. Should either party wish to terminate the contract they must apply in writing to the Department of Education, Training and Employment (DETE) to cancel the training contract.

This could be mutually agreeable between all parties or a one party cancellation request.

Once the traineeship has past the probationary period, the employer and trainee are bound by the terms and conditions of the contract. This contact will be confirmed in writing by the Department of Education, Training and Employment (DETE) and a copy should be supplied to the Registered Training Organisation.

Articulation

Students who successfully complete the Certificate III in Hospitality can gain credits for subjects included in the Certificate IV in Hospitality and the Diploma of Hospitality if they decide to continue their studies. Under the Australian Qualifications Framework (AQF) Certificate III is AQF Level III.

AQF1 Certificate I

AQF2 Certificate II

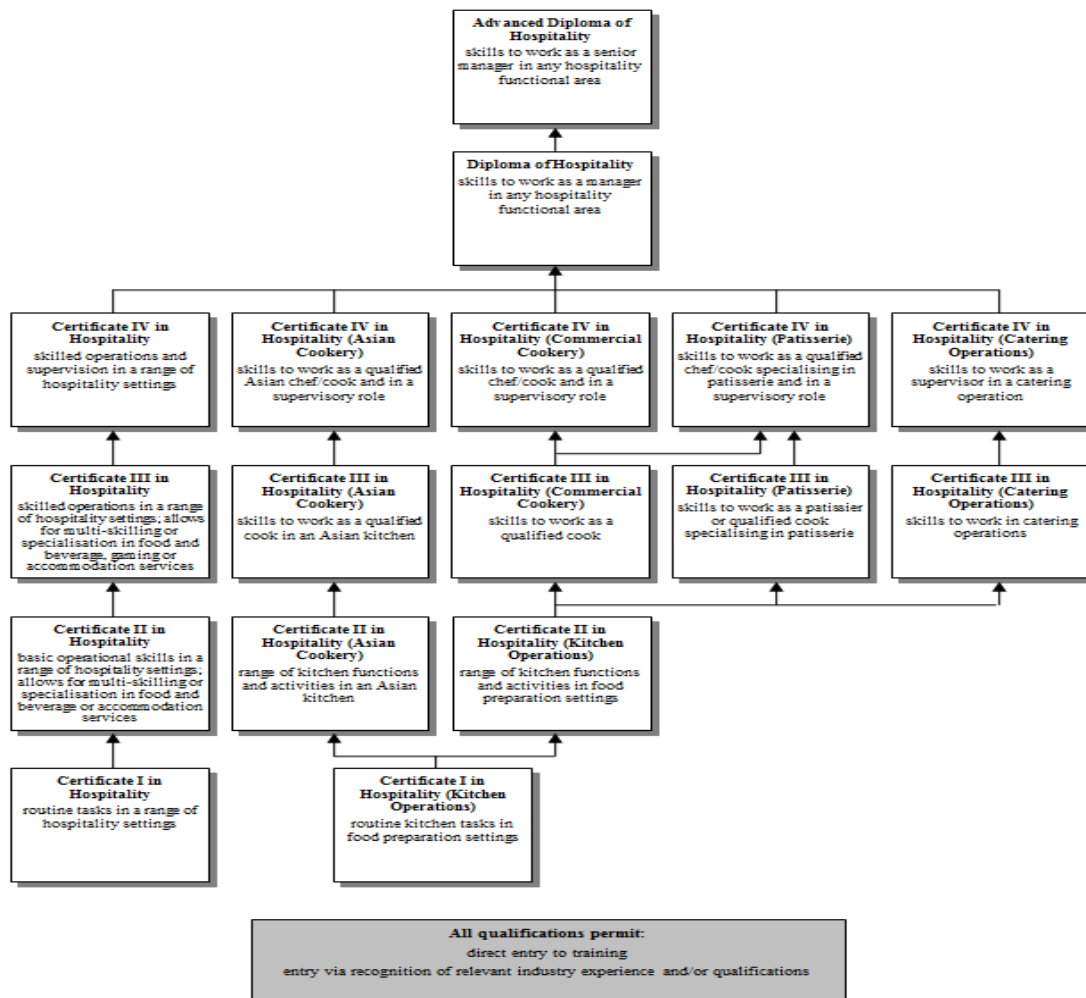
AQF3 Certificate III

AQF4 Certificate IV

AQF5 Diploma

AQF6 Advance Diploma

The following summary chart provides examples of common qualification pathways within the industry, but it is recognised that typical career paths are not always linear.



ref: www.training.gov.au – SIT12 training package

It is recognised that typical career paths are not always linear. The qualifications are flexible to meet a range of job outcomes and to support a wide range of career paths. They allow for various entry options, including via relevant industry experience or qualifications. They enable significant credit transfer between qualifications, including from related industry area

Award

Upon successful completion of all units of competencies in the course, students will be issued with a Certificate III in Hospitality. Should a student not complete the entire course then a Statement of Attainment will be given for the units successfully completed.

Entry Requirements

There is no age limit but applicants should have successfully completed year 10. Mature age and students with prior learning and experience should also apply.

Language, Literacy and Numeracy Support

All students will be assessed on their Language, Literacy and Numeracy (LL&N) skills on enrollment. This assessment allows CTC to assess the student's competency with literacy and numeracy standards and design assessment tasks that support the student learning style as well as offering ongoing mentoring and support services when required. If assistance is required in any of these areas this will be discussed with you and one-on-one assistance will be arranged to suit your needs.

For further information please refer to the Student handbook and support services available.

DELIVERY OF THE COURSE

The Certificate III in Hospitality is delivered by on-the-job training, off-the-job training and by the 'self paced' method of learning which allows you greater flexibility in choosing the times you study and the time it takes you to complete the course. Evidence of 36 shifts completed within the Hospitality workplace environment is essential to the completion of this certificate.

The final decision about satisfactory demonstration of performance outcomes are made as a joint decision by the SRT0 and the employer prior to the final judgement of competence by the assessor.

Students are able to request tutorials and one on one tutoring and /or mentoring by discussing their needs with a trainer or assessor. Times and location for accessing these services will be by mutual agreement and allows students to balance their personal commitments with their study and training needs.

Some units have Pre Requisites that must be completed prior to the undertaking of another unit. The course outline indicates which units have pre requisites and the trainer and assessor will place these in the training sequence on the students training plan and record book.

Assessment Strategy

Assessment in this course will be competency based, in that the student will be required to demonstrate competency in a range of tasks. The assessment coding which will apply is either C or NYC, where C is Competent and NYC is Not Yet Competent. Assessment procedures are transparent and address the key assessment principles of being valid, reliable, flexible, fair and cost effective. Assessment strategies encompass a range of techniques, which include, but are not limited to the use of:

- Direct observation of performance
- Simulations of workplace activities
- Role plays and scenarios
- Oral questioning
- Practical exercises
- Video evidence of practical skills
- Projects/assignments
- Work portfolios
- Verbal questioning

Access and Equity

The Careers Training Centre's believes that everyone deserves to have the opportunity to successfully gain skills, knowledge and experience through vocational education and training. This policy has been developed to address the particular requirements of potential students, existing students, CTC staff and other clients.

Careers Training Centre is responsible for fulfilling its commitment to access and equity by ensuring continued participation of target groups in VET programs.

These target groups include:

- Women
- Aboriginal and Torres Strait Islander peoples
- People from non-English speaking backgrounds
- People with a disability
- Rural and regionally isolated communities
- People in transition and other special groups (i.e. people re-entering the workforce, sole parents, people with literacy issues and the long-term unemployed)

For further information please refer to the Student handbook.

Nominal Hours 345 - 552 hours dependant on electives chosen

Australian Apprenticeships

For information on the Australian Apprenticeships Incentives Program, please visit

www.australianapprenticeships.gov.au or call the Australian Apprenticeships Referral Line on 13 38 73

Services

As part of our ongoing commitment to provide advice and support services we provide to all our Clients/students the following services upon request:

- welfare and guidance services
- appeals and complaints procedures
- disciplinary procedures
- staff responsibilities for access and equity
- Recognition Prior Learning (RPL) & Credit transfer arrangements
- client selection, enrolment and induction/orientation procedures
- course information including content and vocational outcomes
- fees/charges, including refund policy and exemptions (where applicable)
- provision for language, literacy and numeracy assessment
- client support, including any external support the RTO has arranged for clients flexible learning and assessment procedures

Student Progress

Trainers and assessors provide student progress information to the employer, the secondary school the student attends and the Careers Training Centre administration coordinator and government regulators as required and monthly / quarterly / yearly verify that accurate and up-to-date information is recorded.

Secondary schools are advised weekly of school based students attendance

- Data is provided - for input only- after training has begun.
- A start date and anticipated end date is provided for each unit of competency.
- A list of units of competency in which the student is enrolled is also provided.
- Before each data submission information is reviewed and updated as required.
- Data is provided to the administration coordinator on hard copy each time competencies are achieved by students and when students have achieved the qualification.
- After data entry a printout from the management system is provided to the trainer/assessor for checking, and returned with any corrections to the administration coordinator. This printout is signed and dated by the trainers and assessor as accurate.
- After adjustments or corrections, the administration coordinator operator provides an updated printout for the trainer/assessor.
- On completion of the course, unit outcomes are checked by the assessor to confirm outcomes and
- Whether a certificate or a statement of attainment will be issued.
- The administration coordinator will check to indicate partial completion or successful completion of
- The qualification.
- The administration coordinator will provide the assessor with a final printout of results.
- School Based Students are assisted to update their secondary educational profiles with the Dept. of Education.

Student Records

Students are able to access their student records at any time by contacting their trainer / assessor or by contacting training@careerstrainingcentre.com or by phone (07) 4041 9454. Careers Training Centre will be able to supply details of completed accredited units, statements of attainments, copies of training plans and record books and feedback on student progress.

All current students will be updated every three months with a copy of their progress but are welcome to request information at any time.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. If the provider that originally issued your qualification or statement of attainment has closed, ASQA may hold the student records.

Unique Student Identifier (USI)

As of the 1st January 2015, any student who is undertaking Nationally Accredited Training with a Registered Training Organisation (RTO) will need to have a Unique Student Identifier (USI).

At your induction Careers Training Centre will give you the '**Australian Government – Department of Industries Skills Fact Sheet**'. This will explain what the USI is, how to obtain one and what it is used for.

For further information go to www.usi.gov.au

EMPLOYABILITY SKILLS SUMMARY

SIT30713 Certificate III in Hospitality

The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient service delivery; determining and interpreting customer preferences to sell proactively and persuasively; negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers in a culturally appropriate way to ensure a positive hospitality experience.
Initiative and enterprise	Identifying and suggesting ways to improve operational and service efficiency; generating and suggesting ideas for new or improved products.
Learning	Knowing own product knowledge and service skill strengths and weaknesses, being aware of opportunities to learn and participating in hospitality industry professional development activities; seeking and sharing information with colleagues on new hospitality trends, products, services and suppliers; coaching others in job skills.
Planning and organising	Collecting, analysing and organising customer, product and procedural information to efficiently plan and deliver hospitality products and services; collecting and analysing information to meet the specific needs of the customer group; pacing the delivery of service to meet operational and customer requirements; setting timelines, planning and organising own work flow to coordinate the delivery of a positive service outcome for hospitality customers.
Problem-solving	Anticipating problems that may arise with operational and service activities; mitigating problems by planning operational and service activities; identifying and clarifying the extent of problems; taking responsibility for solving operational and service issues; referring high-level problems to supervisors and participating in the solution; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems..
Self-management	Understanding and following policies and procedures for legal compliance; organising own work priorities to deliver hospitality products and services; taking responsibility for own job role in servicing the hospitality customer and for resolving service difficulties; thinking about own work performance and seeking feedback and guidance on success in effectively servicing the needs of customers.
Teamwork	Working as a skilled team member to deliver the quality service goals of the hospitality business; taking responsibility for own role in servicing the needs of customers; working collaboratively as a team member by giving and receiving instructions and providing feedback and assistance to other team members; providing guidance and instruction to assistant or trainee team members; showing social and cultural sensitivity to team members.
Technology	Understanding the operating capability of, selecting and using tools, equipment, computer systems, software and information systems that assist in hospitality sales and service activities; selecting and using the right personal protective equipment to manage personal safety in the workplace.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Qualification rules

To achieve a Certificate III in Hospitality, 15 units must be completed:

- 7 core units
- 8 elective units, consisting of:
 - 1 unit from Group A
 - 5 units from Group B
 - 2 units from Group B, Group C, elsewhere in SIT12 Training Package, or any other current Training Package or accredited course.

For this qualification, electives may be selected to meet either a specialist or multi-skilled job outcome. In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS:			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
BSBWOR203	Work effectively with others	Nil	15
SITHIND201	Source and use information on the hospitality industry	Nil	25
SITHIND301	Work effectively in hospitality service	Nil	110
SITXCCS303	Provide service to customers	Nil	25
SITXCOM201	Show social and cultural sensitivity	Nil	20
SITXHRM301	Coach others in job skills	Nil	20
SITXWHS101	Participate in safe work practices	Nil	12
GROUP A - ELECTIVE UNITS: (CHOOSE MINIMUM 1)			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
SITHIND101	Use Hygienic practices for hospitality service	Nil	10
SITXFSA101	Use hygiene practices for food safety	Nil	25
GROUP B - ELECTIVE UNITS: (CHOOSE MINIMUM 5)			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
SITHACS101	Clean premises and equipment	Nil	45
SITXCCS201	Provide visitor information	Nil	35
SITXFIN201	Process financial transactions	Nil	20
SITHFAB101	Clean and tidy bar areas	SITXFSA101*	10
SITHFAB201	Provide responsible service of alcohol	Nil	10
SITHFAB202	Operate a bar	SITXFSA101* & SITHFAB201*	30
SITHFAB203	Prepare and serve non-alcoholic beverages	SITXFSA101*	15
SITHFAB204	Prepare & serve espresso coffee	SITXFSA101*	30
SITXFSA101	Use hygiene practices for food safety	Nil	25
SITXFSA201	Participate in safe food handling practices	Nil	40
SITTTSL305	Process reservations	Nil	30
GROUP C - ELECTIVE UNITS: (CHOOSE MINIMUM 2)			
UNIT CODE	UNIT NAME	PRE REQUISITES	NOMINAL HOURS
BSBCMM201	Communicate in the workplace	Nil	40
BSBITU306	Design and produce business documents	Nil	80
BSBSUS201	Participate in environmentally sustainable work practices	Nil	20
HLTAID003	Provide first aid	Nil	18
SITXINV201	Receive and store stock	Nil	10
SIRXSL002A	Advise on products and services	Nil	30
SITXWHS301	Identify hazards, assess and control safety risks	Nil	30

*All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.

TRAINING AND ASSESSMENT ARRANGEMENTS

Duration: Full time students, the expected completion time is an 18 month period. With training 3 hours weekly

Full time students, the expected completion time is an 18 month period with training 3 hours weekly and weekly tutorials available to all students. The program will be delivered through class-based tasks, on the job projects, research assignments that will build technical and legislative knowledge that will be balanced with the practical aspects of the of your industry environment.

Some assessments may be assessed in the workplace environment, on excursions, in role plays and/or scenarios or any combination of these. To ensure consistency in a student's performance, competency will be demonstrated, to industry defined standards, on more than one occasion over a period of time in order to cover a variety of circumstances and where possible, over a number of assessment activities. Evidence of 36 shifts completed within the Hospitality workplace environment is essential to the completion of this certificate.

The training and assessment environment will access specific resources and operations in your workplace as part of the assessment process. This will be discussed with you and your employer prior to assessment and is detailed in the individual units of your course. The units are suitable for the assessor to contextualise to local industry activities so that work place activities and responsibilities link to units of study.

Trainers will meet with trainees and employers to negotiate choice of electives and delivery schedule to match units to workplace activities, contextualising the delivery to the learner / workplace.

Some units have Pre Requisites that must be completed prior to the undertaking of another unit. The course outline indicates which units have pre requisites and the trainer and assessor will place these in the training sequence on the students training plan and record book. All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.

Careers Training Centre has established agreements with local industry to host training and assessments for students so that they gain the required skill and knowledge with the required resources, in a practical manner and meet the requirements under the training and assessment Vocational Education and Training packing rules for hospitality employees who do not have the required resources necessary in their workplaces.

Businesses who have agreed to allow the businesses to be used for training and assessment are;

- Rainforestation Nature Park, Kuranda
- The Wildlife Habitat, Port Douglas

A range of teaching and learning strategies will be used to deliver the competencies. These include:

- Practical tasks
- Group work
- Activities in simulated work environments
- Trainers will work with the student's employer to ensure that training and the duties undertaken in the workplace support the learning process.
- Tutorials are available for student
- Careers Training Centre utilizes the services of an Indigenous Mentor to work with any student who requires the assistance of a mentor.

Careers Training Centre will ensure learners have every reasonable opportunity to complete their training program.

Course structure

Careers Training Centre will integrate the activities, bringing together a number of units that reflect real industry outcomes and processes.

Set out below are a series of defined activities that a team of participants and individuals achieve in a simulated work environment, providing the framework for industry-relevant learning. This course will be delivered through integration with other units of competency, rather than as a stand-alone learning program.

Some units have pre-requisites that must be trained and assessed prior to the start of training for another required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite. These units are marked with * to indicate one or more pre-requisites apply.

Time Required	Topic Theme / Guidelines	Unit of Competency	
26 weeks	Theme: Local area Hospitality Focus: <ul style="list-style-type: none"> The hospitality experience Sources of information about hospitality and hospitality products Careers in Hospitality Roles and functions Cultural understanding and expectations Legal requirements 	BSBWOR203 SITHIND201 SITXCOM201 SITXFSA101 SITXWHS101 SITXCCS201 SITHFAB201	
26 weeks	Theme: The Service Experience Focus: <ul style="list-style-type: none"> Standards of the industry Communication Service Cycle Quality Customer Service Legal requirements 	SITXCCS303 SITHACS101 SITHFAB101* SITHFAB202* SITXFSA201 SITHFAB201	SITHFAB204* SITHFAB203* BSBCMM201 SITHIND101 *Pre-requisite/s applies
16 weeks	Theme: Product Knowledge Focus: <ul style="list-style-type: none"> Technical knowledge Operational Knowledge Changes and Trends in the Industry Presentation 	SITXINV201 BSBITU306 SITXFIN201 SITTTSL305	HLTAID003 SIRXSL002A SITXWHS301
12 weeks	Theme: Operating a Hospitality Business Focus: <ul style="list-style-type: none"> Benefits and costs Legislative requirements Working as a Team Promotion and up-selling Complaints and Conflict Marketing 	SITXHRM301 BSBSUS201 SITXFIN201 SITHIND301	

Training and assessment techniques or tools used to gather evidence assessment.

Throughout training students will develop new skills and knowledge and combined with their duties and activities in the workplace students over time gain recognition of the skills they demonstrate.

All pre-requisites for accredited units must be trained and assessed prior to the start of training for the required unit. Students must gain competency in the pre-requisite unit prior to the start of training for the unit with the pre-requisite.

Assessors have flexibility (according to the requirements of the Training Package and units of competency) in selecting which techniques or tools they will use to gather sufficient evidence, in a range of contexts, to make a decision (including RPL).

Note: this is a guide only and further detail can be found in the Staff Assessment Guidelines:

An assessment tool includes the following components:

- The context and conditions for the assessment.
- The tasks to be administered to the candidate,
- An outline of the evidence to be gathered from the candidate
- The evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).
- The administration, recording and reporting requirements.

Training and assessment techniques or tools used to gather evidence assessment. The following matrix gives a general overview of some of the techniques or tools that will be used to gather evidence towards competency to enable judgments to be made about students' competency in each unit.

Key to techniques:

1. Demonstration / Stimulation
2. Project / Research /Interview
3. Case Studies
4. Written Question & Answer
5. 3rd Party Assessment

Unit of competency	Unit Name	Check (x) technique that applies				
		1	2	3	4	5
BSBWOR203	Work effectively with others	X			X	X
SITHIND201	Source and use information on the hospitality industry	X			X	X
SITHIND301	Work effectively in hospitality service	X	X		X	X
SITXCCS303	Provide service to customers	X		X	X	X
SITXCOM201	Show social and cultural sensitivity	X	X		X	X
SITXHRM301	Coach others in job skills	X	X		X	X
SITXWHS101	Participate in safe work practices	X			X	X
SITHIND101	Use hygienic practices for hospitality service	X		X	X	X
SITXFSA101	Use hygiene practices for food safety	X		X	X	X
SITHACS101	Clean premises and equipment	X			X	X
SITXCCS201	Provide visitor information	X			X	X
SITXFIN201	Process financial transactions	X			X	
SITHFAB101	Clean and tidy bar areas	X		X	X	X
SITHFAB201	Provide responsible service of alcohol	X	X		X	
SITHFAB202	Operate a bar	X	X		X	X

SITHFAB203	Prepare and serve non-alcoholic beverages	X	X		X	
SITHFAB204	Prepare & serve espresso coffee	X			X	X
SITXFSA101	Use hygiene practices for food safety	X		X	X	X
SITXFSA201	Participate in safe food handling practices	X	X		X	X
SITTTSL305	Process reservations	X		X	X	X
BSBCMM201	Communicate in the workplace	X			X	X
BSBITU306	Design and produce business documents	X	X		X	X
BSBSUS201	Participate in environmentally sustainable work practices	X	X	X	X	X
HLTAID003	Provide first aid	Delivery by contacted Qualified RTO				
SITXINV201	Receive and store stock	X	X		X	X
SIRXSL002A	Advise on products and services	X		X	X	X
SITXWHS301	Identify hazards, assess and control safety risks	X	X		X	X

Credit Transfer (CT)

Credit Transfer is supplying the documentation to support the skill and knowledge you have previously gain in transfer of supported documentation means that you don't have to complete a competency again, if you have already completed it previously. If you have completed an accredited qualification or recognised units of study with a Registered Training organization you may be eligible for a credit transfer.

Trainers will need to review if your accredited qualification or recognised units are still within a current training package or are equivalent to the current training package or units. Discuss your previous educational qualifications with your trainer to see if this is a possibility for you.

Note: this is a guide only and further detail can be found in the Student Information Handbook.

Recognition of Prior Learning (RPL)

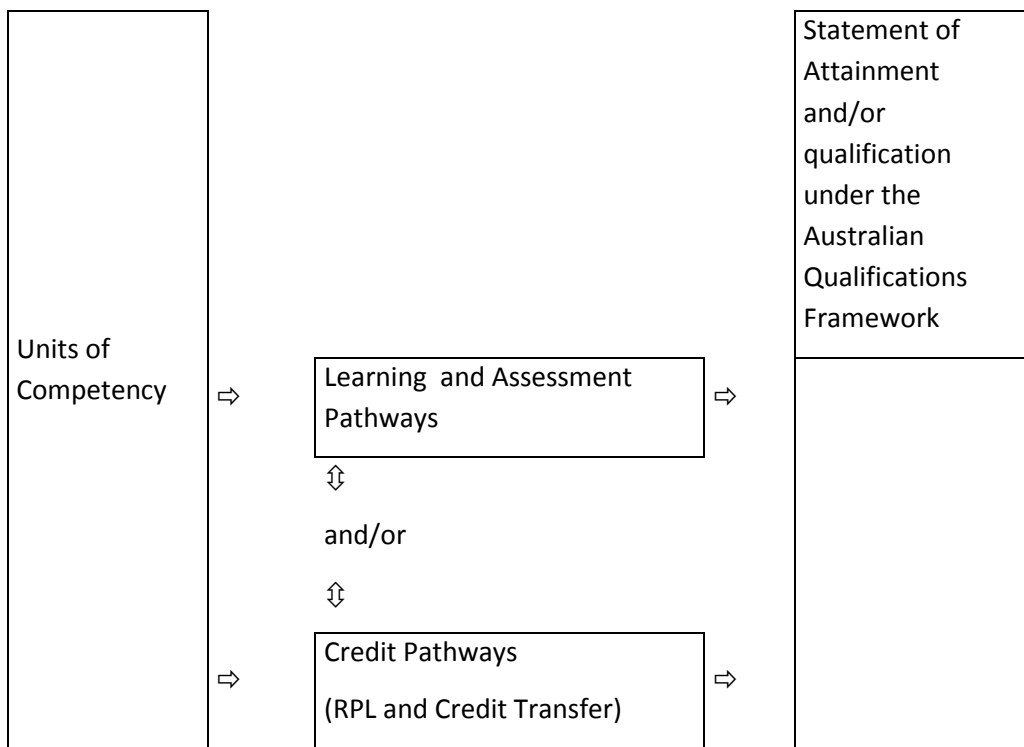
The objective of the Recognition of Prior Learning (RPL) for the Vocational Education and Training system is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

RPL assessment collects evidence of learning that has occurred outside the formal education and training system. The RPL process is a more personal process involving the assessor collecting evidence and aligning the evidence to the requirements of the accredited course or training package qualification. Students may request an RPL Application Form for more than one unit.

Note: this is a guide only and further detail can be found in the Student Information Handbook.

What RPL is Not!

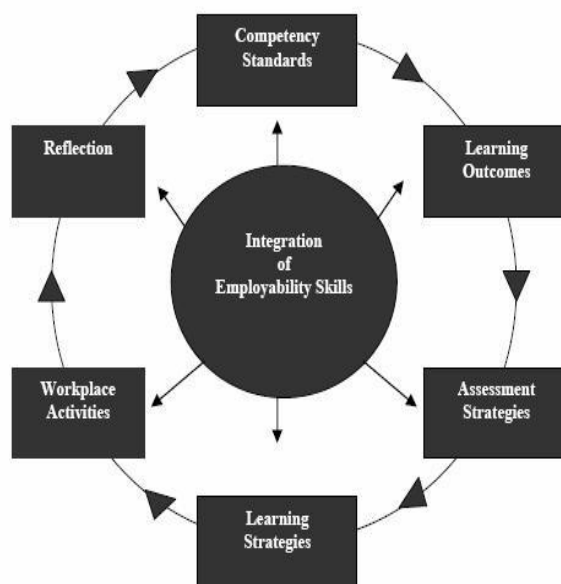
Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amounts of experience but the specific and relevant learning which is assessed according to the prescribed Competency Standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation as required by the Careers Training Centre.



ref: www.training.gov.au – SIT12 training package

Each of these assessment pathways leads to full recognition of competencies held – the critical issue is that the candidate is competent, not how the competency was acquired.

Employability skills are integral to achieving workplace competency. Delivery and assessment of the training and assessment will be undertaken in an integrated and holistic way, as represented diagrammatically below.



ref: www.training.gov.au – SIT12 training package

TRAINING AND STAFF

Trainers and assessor are qualified and have a minimum of 5 years industry experience, Minimum TAA40104 Certificate IV in Training and Assessment, Current Blue Card and have completed a Fit and Proper Person Form. All experience and qualifications are verified and copies on their staff files. A staff profile and units of competency are reviewed annually to assess skill and knowledge remains current and accurate. Professional development to maintain currency in training and assessment as well as industry experience is planned and regularly scheduled with all staff.

Units of competency	Training arrangements	Staff		
		Technical advisor	Qualified assessor	Qualified trainer
BSBWOR203 Work effectively with others	<p>Penny Cleland (PC) has a Blue card for Child Related Employment, a Certificate IV in Hospitality THH 42497 (Accommodation Services Supervision), Diploma of Management (BSB51107), Diploma of Tourism SIT50107, Certificate IV in Training and Assessment TAE40110, Diploma of Human Resources BSB50607 and Rehabilitation and return to work coordinator 20782QLD. Penny has 30 years Tourism and Hospitality industry experience and maintains industry knowledge by regular work placements at Rainforestation Nature Park, The Wildlife Habitat, Cairns Zoom and Wildlife Dome and the Australian Butterfly Sanctuary. Penny is the HR manager for the CaPTA Group of Companies as well as the Training Manager for Careers Training Centre.</p> <p>Melissa Van der Boom (MvdB) has a degree of Bachelor of Science with Second Class Honours having followed an approved Honours programme in Environmental Biology as well as completing: Certificate IV in Training and Assessment (TAE40110) Diploma of Vocational Education and Training Diploma of Training Design and Development Certificate III in Captive Animals Certificate III in Tourism Certificate III in Tour directing and guiding Blue card for Child Related Employment HTLAID003 Provide First Aid Melissa also has a Statement of Attainment for the Wet Tropic World Heritage Tour Guide Skill Set for the units:</p>	<p>General Managers, Duty Managers and Supervisors at business sites of the CaPTA Group, Rainforestation Nature Park, The Wildlife Habitat, Cairns Travel Centre, Cairns Wildlife Dome and the Australian Butterfly Sanctuary, Tropic Wings Coach Tours.</p> <p>Management staff will advise of industry trends, changes to legislation and the practical application into industry including industry benchmarks, timeframes and standards</p>	PC, MvdB	PC, MvdB
SITHIND201 Source and use information on the hospitality industry			PC, MvdB, BG	PC, MvdB, BG
SITHIND301 Work effectively in hospitality service			PC,	PC,
SITXCCS303 Provide service to customers			PC, MvdB, BG	PC, MvdB, BG
SITXCOM201 Show social and cultural sensitivity			PC, MvdB, BG	PC, MvdB, BG
SITXHRM301 Coach others in job skills			PC, MvdB, BG	PC, MvdB, BG
SITXWHS101 Participate in safe work practices			PC, MvdB, BG	PC, MvdB, BG
SITHIND101 Use hygienic practices for hospitality service			PC,	PC,
SITXFSA101 Use hygiene practices for food safety			PC, MvdB, BG	PC, MvdB, BG
SITHACS101 Clean premises and equipment			PC, MvdB	PC, MvdB
SITXCCS201	PC, MvdB, BG	PC, MvdB, BG		

Provide visitor information	SITTDGE006A – Prepare and present tour commentaries or activities			
SITXFIN201 Process financial transactions	SITTGDE008A – Research and share general information on Australian Indigenous Culture SITTGDE010A – Prepare specialised interpretive content on flora, fauna and landscape			PC, MvdB, BG
SITHFAB101 Clean and tidy bar areas				PC, BG
SITHFAB201 Provide responsible service of alcohol	Melissa has 20 years industry experience in Tourism working as a guide and in a Captive Animal environment and was the Wildlife Supervisor for the Cairns ZOOM & Wildlife Dome for 9 years. Melissa meets regularly with the wildlife parks and staff including Rainforestation, Wildlife Habitat, Cairns ZOOM & Wildlife Dome and Australian Butterfly Sanctuary,			PC, BG
SITHFAB202 Operate a bar				PC, BG
SITHFAB203 Prepare and serve non-alcoholic beverages				PC,
SITHFAB204 Prepare & serve espresso coffee	Bronwen Gratton (BG) has a Certificate IV in Training and Assessment TAE40110 and has attended IBSA / Velg Training workshop for Foundation Skills for LLN Specialists and Trainers / Assessors and has also completed the following qualifications:			PC, BG
SITXFSA101 Use hygiene practices for food safety	Certificate IV in Business BSB40101 Certificate IV in Tourism SIT40207 Certificate III in Hospitality SIT30707			PC, BG
SITXFSA201 Participate in safe food handling practices	HLTFA311A – Apply First Aid SITHFAB009B – Responsible Service of Alcohol Blue Card for Child Related Employment			PC, BG
SITTTSL305 Process reservations				PC,
BSBCMM201 Communicate in the workplace	Bronwen has over 30 years' experience in Travel, Tourism & Hospitality and maintains her industry knowledge through regular work shifts across a number of different roles within the local tourism industry and attends industry networking events.			PC, MvdB
BSBITU306 Design and produce business documents				PC, MvdB, BG
BSBSUS201 Participate in environmentally sustainable work practices				PC, MvdB
SITXINV201 Receive and store stock				PC, MvdB
SIRXSL002A Advise on products and services				PC, MvdB, BG
SITXWHS301				PC, MvdB

Identify hazards, assess and control safety risks				
HLTAID003 Provide first aid			OUT SOURCED	OUT SOURCED

ENVIRONMENT AND RESOURCES

Some units within the Certificate III in Hospitality will require specific resources and environments for training and assessment.

The tourism, travel and hospitality industries have determined the assessment requirements for:

- Environments – where the unit must be assessed
- Equipment – what large and small equipment must be used
- Workplace documentation – what types of workplace resources and documents must be available
- Interaction with customers, team members and other people – who must be involved

The following list provides details the requirements required of the resources and equipment requirements for each of the assessment environments specified within each unit of competency. Additional resource requirements may apply for specific units of competency; these are listed within the assessment unit of each student.

All employers will be required to assist with an assessment of their workplace to ensure that their students are able to access the environments and equipment required for their units of study. Vocational placement may be offered to students whose workplace is unable to provide the full range of equipment or the environment required under the training package requirements. The Vocational Education, Training and Employment Act 2000 and allows a student to be placed in a work environment to provide the student with practical training and experience that is required under, and is an assessable part of, the student's course. A vocational placement is generally an appropriate option for students who would not otherwise have sufficient access to the facilities, equipment and range of work necessary to develop and consolidate their skills to the level required of the course/qualification.

CTC acknowledges that not all businesses will have the complete range of specified resources and will work with other businesses for students to access the resources necessary for their unit of study. Careers Training Centre has the resources of the CaPTA Group of Companies to draw upon as a major local employer and industry tourism leader to assist employers.

Requirements for the following environments are detailed below:

- accommodation
- front office
- events
- office environment (for tourism, travel and events)
- operational commercial bar
- operational commercial cellar
- operational commercial kitchen; mainstream and Asian
- operational food preparation area
- operational pastry kitchen
- operational restaurant or food and beverage outlet
- touring environment

All trainers and assessors have access to the units of competency, assessment guidelines and qualification packaging rules from the training package at web site: <http://training.gov.au/>

Specific per-person equipment ratios specified in the following lists relate to the availability of these resources for the purposes of assessment. It is assumed that the same piece of equipment may be accessed by multiple candidates at different times.

Generic equipment required for all units within a competency field is divided into:

- fixtures and large equipment
- small and electronic equipment
- stock
- cleaning equipment and materials
- workplace documentation

Workplace Documentation

To avoid duplication of generic workplace documents such as policies and procedures, a general list is provided at the end of the environmental tables.

Customers

People working in the tourism, travel and hospitality industries have daily contact with customers which can be face-to-face, via the telephone or electronic communication. All people working in the service industries must be able to interact with business to business or direct customers. The industry sets high standards for quality customer service and this is reflected throughout the units of competency.

Units describe situations, like these examples below, where service industry personnel are required to:

- provide professional and personalised customer service experiences to meet and exceed the expectations of a variety of customers
- communicate with a diverse range of customers to provide a total quality service experience
- resolve difficult customer service situations and complaints
- demonstrate professional service industry behaviour and accepted service standards
- complete service within commercial time constraints and designated response times so that all customers are served effectively

It is vital, and therefore a requirement of many units, that students undertaking training and assessment have access to customers with whom they can interact.

Customers in Real Industry Workplaces

Wherever assessments are conducted in the workplace, customers must participate in the selling and or delivery of the product or service. They would, by nature, be paying for the product or service provided by a commercial business.

Customers in Simulated Industry Environments

Most units allow for simulated situations including the involvement of customers.

For this qualification a customer being served in a simulated industry environment such as a training bar or restaurant is defined as follows:

A customer is a person or organisation who utilises a product or service and expects the product and service to be of equivalent standard to that provided in a commercial business. They may be paying for the product or service or be invited to participate as a guest.

Customers must participate in the sale and or delivery of the product or service. There must be sufficient customer traffic that accurately reflects the complexity of the role and allows candidates to deal with multiple tourism, hospitality or events sales, service or operational tasks simultaneously. Trainers and Assessor will discuss students' needs with all employers to ensure that all necessary resources are available for student to gain competency in their selected units.

<p>Accommodation environment.</p> <p>For units coded ACS which are applicable to housekeeping services.</p>	<p><i>Fixtures and Large Equipment:</i></p> <ul style="list-style-type: none"> • air conditioner or ceiling fan • chairs • desks • dressing tables • glassware • lamps and light fittings • refrigerators • shower, bath or spa • soft furnishings • stocked mini bar or refrigerator • telephone • television and VCR (or DVD) • toilet • towels and bathrobes • vanity unit and hand basin • various guest rooms with different sized beds e.g. twin, king-size, double, queen-size, family, suite, roll away • wall mirrors • wardrobe and coat hangers
	<p><i>Small Equipment:</i></p> <ul style="list-style-type: none"> • bed linen and pillows • compendium, stationery and pens • door signage and door stoppers • electric kettles and jugs • fire extinguishers <p><i>Tableware:</i></p> <ul style="list-style-type: none"> • glasses • crockery • cutlery <p><i>Guest literature and information:</i></p> <ul style="list-style-type: none"> • directory of services • local tourist information • magazines and newspapers • maps • menus • mini bar list • promotional material • satisfaction surveys • television and movie guides • hair dryers • iron and ironing board • laundry bags and lists

	<ul style="list-style-type: none"> • promotional and guest material, including brochures • radio or alarm clock • tea and coffee making facilities <p>Bathroom supplies:</p> <ul style="list-style-type: none"> • toilet rolls • tissues • various toiletries such as soap, hand lotion, shampoo and shower cap • waste paper bin and liners 	
	<p>Cleaning Equipment:</p> <ul style="list-style-type: none"> • electrically operated equipment: • polishers • scrubbers • vacuum cleaners • garbage receptacles • manual equipment: • brushes • buckets • dusters 	<p>Cleaning Equipment:</p> <ul style="list-style-type: none"> • mops • pans • toilet brushes • range of cloths: • dry • dusting • lint-free • polishing • wet
	<p>Laundering Equipment:</p> <ul style="list-style-type: none"> • dryers • hangers • heat sealing equipment and roll plastic • irons • sorting baskets and shelves • steam presses • washers 	
	<p>Protective Clothing:</p> <ul style="list-style-type: none"> • aprons • breathing apparatus • gloves • goggles and masks • headwear • jackets • overalls • waterproof clothing and footwear 	

	<p>Cleaning Agents and Chemicals:</p> <ul style="list-style-type: none"> • acid based products • agents for specialised surfaces • glass • wood • cream cleansers • deodorisers • disinfectants • laundry detergent • multi-surface cleaners • sanitisers • spot cleaning agents • pesticides
<p>Front office environment.</p> <p>For units coded ACS which are applicable to front office and porter services.</p>	<p>Fixtures, Large and Electronic Equipment:</p> <ul style="list-style-type: none"> • brochure display racks and product displays • cashiering facilities such as credit card and Electronic Funds Transfer at Point of Sale (EFTPOS) facilities • computers, monitors, keyboards, mouse and mouse pads • facsimile machine or computer-based equivalent • filing or storage cabinets • industry-current front office reservations, accounting and reporting system • photocopier • printers and scanners, printer ink or toner • reception desk or sales counter • storage for computer data – hard disc, CDs and memory sticks • telephone lines and equipment, including answering machine or voicemail <p>Small Equipment:</p> <ul style="list-style-type: none"> • computer software and applications, including: • computer operating system • email • internet • word processing • spreadsheets • databases • electronic presentation, such as PowerPoint • specialist software, such as for computerised reservations • accounting and bookkeeping • luggage and luggage moving equipment <p>Workplace Documentation:</p> <ul style="list-style-type: none"> • arrival and departure lists • housekeeping and cleaning schedules • lost and found information • luggage schedules bag drops and pick-ups • occupancy reports

	<p>Specific equipment for Holiday Parks and Resorts: Holiday parks and resorts are essentially a type of accommodation establishment. The requirements detailed above would be equally applicable to this sector. Towing of vehicles, grounds, pool and other maintenance would need to take place in a holiday park or resort or in an environment that closely simulates it.</p>
<p>Events units coded EVT.</p>	<p>Key Assessment Requirement - Actual Events The units require the assessor to collect evidence of a candidate’s ability to plan for and operate actual events.</p> <p>The meaning of Events for this Training Package Events may be created for the specific purpose of skills assessment, but must be of sufficient complexity to allow the candidate to demonstrate a fully-developed range of skills. This means events involving:</p> <ul style="list-style-type: none"> • comprehensive event plans • dedicated event budgets • formal communications plans • multiple operational components • an event operations team • a wide range of stakeholders <p>Events must have commercial, community or business relevance. Small personal events are not appropriate as a means of assessing a candidate’s skills.</p> <p>Event Staging Environment The assessment environment is prescribed in the ‘Context of and specific resources’ section for each unit of competency. For the majority of units, assessment must ensure use of venues and sites where events are operated; these can be:</p> <ul style="list-style-type: none"> • real event venues and sites • event venues and sites operated within a training organisation such as auditoria, exhibition areas, conference rooms, restaurants and sporting facilities and where real events are staged by the training organisation <p>Office Environment The planning and sale of events largely takes place in an office environment which must be replicated for training and assessment purposes. The equipment requirements for an office environment are found under a separate heading in this document.</p> <p>Equipment</p> <ul style="list-style-type: none"> • calculators, computers, printers and general word processing, presentation, spreadsheet and accounting software programs currently used by the events industry to administer event management • specific computerised systems and software programs currently used by the events industry to: • plan events and issue event orders • prepare budgets, quotations and proposal costings • process event registrations and coordinate on-site registrations • book supplier services • develop event and exhibition layouts and floor plans • develop operational documents for the staging of events. • event staging elements including: <ul style="list-style-type: none"> • catering • client displays and livery • exhibitor or sponsor stands • furniture for different room layouts • on-site registration area and desk

	<ul style="list-style-type: none"> • technical equipment and services: • audio-visual • sound and lighting • venue styling • two-way radio communications system <p>Workplace Documentation</p> <p>Event coordinators and managers use documents and information in the workplace and RTOs must, therefore, have these available when preparing students for a job role in events.</p> <p>These documents can apply to many different events units. Contextualised requirements are prescribed in the 'Context of and specific resources' section for each unit of competency.</p> <ul style="list-style-type: none"> • tender briefs and specifications for events • financial and operational data used to prepare tenders for event products and services • event tenders, proposals or bids • event budgets • event orders • supplier contracts <p>Comprehensive event plans:</p> <ul style="list-style-type: none"> • overarching concept plans • communication plans • marketing plans • operations plans used to manage the delivery of events • risk management plans • event programs, schedules, inclusions and costs • running sheets • operating procedures used to manage event planning and delivery • event briefings <p>Current event venue or site information:</p> <ul style="list-style-type: none"> • product information within sales kits, brochures, product manuals, supplier information kits or information databases • site specifications, operational and capacity information • technical production and staging specifications • event documentation issued to customers including booking conditions, confirmation letters, contracts, invoices <p>Attendee documents:</p> <ul style="list-style-type: none"> • kits • lanyards • lists • name badge or identification documents • receipts • service vouchers • tickets • reports used to manage event attendance: • attendance reports • registration reports
Office environment.	In the majority of cases, the planning and sale of travel and touring arrangements takes place in an office environment which must be replicated for training and assessment purposes. The office environment is equally applicable to event coordination. Some

<p>For units coded EVT, PPD and TSL.</p>	<p>selling units allow for in-the-field selling by people including mobile retailers, tour guides and event personnel operating at an event venue.</p> <p>Travel and tourism office environments are diverse and include:</p> <ul style="list-style-type: none"> • retail shopfronts • reservation call centres • operational offices with multiple workstations • reception, front office and back office areas • board and meeting rooms <p>Fixtures, Large and Electronic Equipment:</p> <ul style="list-style-type: none"> • access to the internet and email • brochure display racks and product displays • computers, monitors, keyboards, mouse and mouse pads • desk and chair • facsimile machine or computer-based equivalent • filing or storage cabinets • photocopier • printers and scanners, printer ink or toner • storage for computer data – hard disc, CDs and memory sticks • telephone lines and equipment, including answering machine or voicemail • generic computer software and applications, including: <ul style="list-style-type: none"> • computer operating system • databases • electronic presentation, such as PowerPoint • financial and bookkeeping • spreadsheets • word processing • specific computerised systems and software programs currently used by tourism, travel and hospitality industry operators to: <ul style="list-style-type: none"> • administer travel documents • coordinate on-site event registrations • control the administration of the billing and settlement plan • control product inventory • control the reservations function for the supply of their product or service • facilitate airfare calculations • plan events and issue event orders • prepare quotations • process reservations • process event registrations • store tourism related and product information • Computerised Reservations or Operations Systems (CRS) currently used in the tourism industry to administer booking and operational functions such as booking supplier services and maintaining accounting records.
<p>Operational Commercial Bar.</p> <p>For units coded FAB</p>	<p>Fixtures and Large Equipment:</p> <ul style="list-style-type: none"> • bar service area • cashiering facilities, such as electric cash register, credit card and Electronic Funds Transfer at Point of Sale (EFTPOS) facilities • coffee and tea-making equipment • commercial grade workbenches

<p>which are applicable to beverage service.</p>	<ul style="list-style-type: none"> • glass washer • ice: • crusher • make • shaver • grinder • post-mix dispensing system • refrigerator • reticulated beer dispensing system • storage area for glassware and drinks 	
	<p>Small Equipment:</p> <ul style="list-style-type: none"> • bar towels • coasters • coffee and tea serveware • cutting board • garnish containers • ice buckets • jugs • juicers • powder shakers e.g. chocolate, cinnamon • pourers: • speed • optic • inverted optic • nip measures 	<p>Utensils including:</p> <ul style="list-style-type: none"> • small knives • tongs • spoons including bar spoons, teaspoons <p>Range of glassware, including:</p> <ul style="list-style-type: none"> • highball glasses • liqueur and liqueur coffee glasses • old fashioned glasses • beer glasses • red wine, white wine, champagne flute, brandy, sherry and port • water • spirit measures • service trays and liners • straws, swizzle sticks, coasters, napkins, toothpicks • waiter's friend
	<p>Stock:</p> <ul style="list-style-type: none"> • garnishes • ice • wide commercial range of: • bottled mixes • bottled and canned beers • liqueurs • wines • basic spirits e.g. rum, gin, brandy, scotch, vodka <p>Wide commercial range of non-alcoholic beverages:</p> <ul style="list-style-type: none"> • tea and coffee • juice • carbonated drinks <p>Cleaning Materials and Equipment:</p> <ul style="list-style-type: none"> • brooms, brushes and dustpans • buckets • cleaning cloths • commercial cleaning and sanitising agents and chemicals for cleaning commercial bars, public areas and equipment • dishwashers • mops 	

	<p>Workplace Documentation:</p> <ul style="list-style-type: none"> • bar menus • brochures • cleaning schedules • cocktail bar menus • price lists • Material Safety Data Sheets (MSDS) for cleaning agents and chemicals • promotional materials • traditional recipes, preparation methods and presentation standards for cocktails • wine lists
	<p>Specific equipment for preparing cocktails and mocktails:</p> <ul style="list-style-type: none"> • blender • Boston Glass (mixing glass) • cocktail shakers • glass chillers • Hawthorn glasses and strainer • muddler • standard and specialised cocktail glassware • vitimiser • zester
<p>Operational Commercial Cellar.</p>	<p>Fixtures and Large Equipment:</p> <ul style="list-style-type: none"> • beverage system parts: • beer lines • beer pumps • beer taps • connectors • couplers • FOB detectors • transfer leads • manifolds • cool room • gas systems: • alarms • beverage gases • gas cylinders • gas regulators • isolating gas board • keg area • liquor storage area • post-mix dispensing system • refrigeration system • reticulated beer dispensing system: • two complete beer lines (from keg to beer tap) • approved cleaning keg or dosing unit <p>Small Equipment:</p> <ul style="list-style-type: none"> • safety goggles and gloves

	<p><i>Cleaning Agents and Chemicals:</i></p> <ul style="list-style-type: none"> • 'Corrosive 8' detergents • general cleaning agents • low PH detergents • one-part detergent solutions • specialised-part cleaning agents • two-part detergent solutions
	<p><i>Workplace Documentation:</i></p> <ul style="list-style-type: none"> • AS5034-2005 Installation and use of inert gases for beverage dispensing, and associated standards • AS3780-1994 The Storage and handling of corrosive substances • Australia New Zealand Food Standards Code or plain English documents issued by national, state or territory government regulators • Material Safety Data Sheets (MSDS) for hazardous substances used in cellars • Current commercial policies and procedures used for the operation of cellars
<p>Operational Commercial Kitchen.</p> <p>Generic equipment for all units coded ASC and CCC. Applicable to some units coded KOP and INV.</p>	<p><i>Fixtures and Large Equipment:</i></p> <ul style="list-style-type: none"> • bain marie or hot box • commercial: • blenders and food mills • mixers (including cake mixer with attachments) • commercial dishwasher • commercial grade work benches (1.5 m/person) • commercial ovens with timer and trays (1 per 2 persons): • convention • deck • microwave • commercial refrigeration facilities: • cool room • freezer • fridge • computers, printers and stock control software systems currently used by the hospitality industry • electronic equipment used for stock control • deep-fryer • designated: • delivery area • storage areas for dry goods and perishables • double sink • gas, electric or induction stove tops (2 burners per 1 person) • hot plate, grill or griddle • marble bench or slab • lifting and transporting equipment, such as trolleys • recording systems, such as colour-coded food labels • salamander or other form of griller (one per 4 persons) • storage facilities: • containers for hot and cold food • shelving • trays • slicing machine

	<ul style="list-style-type: none"> • steamers <p>Small Equipment:</p> <ul style="list-style-type: none"> • baking sheets and trays • beaters • bowl choppers <p>Cake tins with:</p> <ul style="list-style-type: none"> • fixed base in a range of shapes • loose bottom • cutting, chopping and slicing implements • chopping boards • graters and peelers • juicers • knife sharpening equipment: • sharpening steels and stones <p>Knives and cleavers:</p> <ul style="list-style-type: none"> • butcher and boning knives • butter spreading knives • bread knives • carving knives • large serrated cake knives • filleting knives • utility knives • larding needles <p>Measurers:</p> <ul style="list-style-type: none"> • metric calibrated measuring jugs • measuring spoons • portion control scoops and markers <p>Meat:</p> <ul style="list-style-type: none"> • bats • cleavers • hooks 	<ul style="list-style-type: none"> • mincers • saws • mortar and pestle • moulds and forms • mouli • piping bags and attachments • poachers • range of cutters including fruit and nut cutters and bowl cutters and choppers • range of pans and pots for small and large production including: • tilting fry pans • bratt pan • stainless steel, cast iron, iron and non-stick fry pans • stock pots • range of serveware • range of small utensils, including flour and rum sieves, strainers, scrapers, spatulas, pastry brush, fruit corers • salad spinner • scoops and skimmers • scales (1 gram increments) and scales for weighing large quantities • sets of stainless steel bowls • silicon mats • steamers • spoons: • large plain and slotted metal spoons • ladles in a variety of sizes • serving spoons • wooden spoons • temperature probes • thermometers • tongs and serving utensils • whisks, including fine and coarse stainless steel wire • thermometers
	<p>Stock:</p> <p>A diverse and comprehensive range of perishable food supplies for commercial cookery or catering operations including these main food groups:</p> <ul style="list-style-type: none"> • beverages • dairy products • dry goods 	

	<ul style="list-style-type: none"> • food • frozen goods • fruit • meat • poultry • seafood • vegetables
	<p>Cleaning Materials and Equipment:</p> <ul style="list-style-type: none"> • brooms, brushes and dustpans • buckets • cleaning cloths • commercial cleaning and sanitising agents and chemicals for cleaning commercial kitchens, equipment and food storage areas • garbage bins and bags • hand towel dispenser • separate hand basin and liquid soap dispenser for hand washing • sponges, brushes and scourers • tea towels • mops
	<p>Workplace Documentation:</p> <ul style="list-style-type: none"> • commercial cleaning schedules • current commercial stock control procedures and documentation for the ordering, monitoring and maintenance of stock • food preparation lists • Material Safety Data Sheets (MSDS) for cleaning agents and chemicals • menus • mis en place plans • ordering and docketing paperwork • safety procedures for chemical accidents • standard recipes • recipes for special dietary requirements • temperature recording charts • work flow schedules
	<p>Specific equipment for Asian cookery: Equipment and resources should be as for an operational commercial kitchen, plus additional equipment for specific Asian cuisines. Burners, grills, ovens and salamanders may be substituted with the relevant equivalents for the particular cuisine.</p> <p>Fixtures and Large Equipment:</p> <ul style="list-style-type: none"> • barbecues • charcoal grills • open spit smoke ovens • roasting drums • tandoori ovens • turbo and gas woks <p>Small Equipment:</p> <ul style="list-style-type: none"> • cast iron pan (tava) • cutting, chopping and slicing implements for specific Asian cuisines, such as cleavers and knives • electric rice cookers and steamers • serveware, including platters, dishes, bowls, skewers, glassware, cutlery,

	<ul style="list-style-type: none"> • chopsticks, and ladles for specific Asian cuisines • skewers • stone grinders • sushi mat • utensils such as woks, pans, pots, skimmers, scoops and whisks <p><i>Specific equipment for producing portion controlled meat cuts:</i></p> <ul style="list-style-type: none"> • butcher’s block • cleavers • butcher and boning knives • equipment for pickling, smoking and sausage making • hand saw • meat mallet or hammer • mesh or nylon cut-resistant gloves • mincers • packaging material • pickling vats • sausage casing machines • saws • slicing machines • smokers • vacuum machine <p><i>Specific equipment for producing cook-chill and cook freeze foods:</i></p> <ul style="list-style-type: none"> • fixed and hand-held cooking equipment • blast chiller • blast freezer • chilling equipment • ice slurry tumbler • pasteurising equipment • pH tester • suitable refrigerated storage area • thermocouple chilling equipment • packaging material • vacuum sealing equipment
<p>Operational food preparation area for some units coded CCC.</p> <p>These are:</p> <ul style="list-style-type: none"> • Produce sandwiches • Handle and serve cheese 	<p><i>Fixtures and Large Equipment:</i></p> <ul style="list-style-type: none"> • burner • commercial grade work benches (1.5 m/person) • griller • refrigeration unit with shelving • sink • slicing machine • storage facilities

	<p>Small Equipment:</p> <ul style="list-style-type: none"> • assorted pots and pans • can opener • containers for hot and cold storage • cutting boards • food handler’s gloves • knives: • butter spreading • bread • carving • cheese • ordering/docketing system • packaging materials • platters, boards and trolley for presentation where required • receptacles for presentation and display purposes • sandwich cutting templates and guides • sharpening steel and assorted cook’s knives, including utility and bread • small utensils, including fruit corers, vegetable peelers and graters • tongs and serving utensils
	<p>Cleaning Materials and Equipment:</p> <ul style="list-style-type: none"> • detergents • garbage bins and bags • hand towel dispenser • separate hand basin and liquid soap dispenser for hand washing • sponges, brushes and scourers • tea towels
<p>Operational Pastry Kitchen.</p> <p>Generic equipment for all units coded PAT.</p>	<p>Fixtures and Large Equipment:</p> <ul style="list-style-type: none"> • commercial grade work benches (1.5 m/person) • commercial cake mixer, including attachments: dough hook, bishop’s hat and whisk • commercial refrigeration and freezer unit with shelving • gas or electric stove tops • industrial strength food processor, such as robot coupe • marble bench or slab • ovens with timer and trays: • convection • deck • microwave • pastry/dough break • proofer • shelving • sinks with hot and cold water

	<p>Small Equipment:</p> <ul style="list-style-type: none"> • acetate plastic sheets, baking sheets/paper, parchment paper and silicon paper • beaters • blenders • bowl cutters • cake bases, stands and platforms <p>Cake tins with:</p> <ul style="list-style-type: none"> • fixed base in a range of shapes • loose bottom • cake moulds • cake wheels • chopping boards • deep fryer • fluted and plain flan rings and cutter • graters • juicers • knives, including large serrated cake knives • ladles in a variety of sizes • measurers: • metric calibrated measuring jugs • mixers 	<ul style="list-style-type: none"> • pastry brushes • pastry cutters and shapes • piping bags and attachments • portion control scoops and markers • range of cutters including fruit and nut cutters • range of presentation equipment, including cake boards, cake boxes, cake stands including multi-tier and clear cover, dollies, mirrors, platters and refrigerated cake display cases or towers • range of serviceware • range of small utensils, including flour and rum sieves, strainers and spatulas • range of saucepans and pots for small and large production • saccharometer • salamander • scales (1 gram increments) • silicon mats • serving tongs and trowels • sets of stainless steel bowls <p>Spoons:</p> <ul style="list-style-type: none"> • wooden spoons • large plain and slotted metal spoons • storage containers and trays • whisks • wire cooling racks
<p>Cleaning Materials and Equipment:</p> <ul style="list-style-type: none"> • detergents • garbage bins and bags • hand towel dispenser • separate hand basin and liquid soap dispenser for hand washing • sponges, brushes and scourers • tea towels 		
<p>Workplace Documentation:</p> <ul style="list-style-type: none"> • food preparation lists • standard recipes • recipes for special dietary requirements • designs for sugar based decorations for cakes and desserts • sweet buffet showpiece designs 		
<p>Specific equipment for producing gateaux, torten and cakes:</p> <ul style="list-style-type: none"> • chocolate thermometer • icing and decorating equipment: • crimpers • decorative combs • fine icing sugar sieves • fine piping tubes 		

- matfer-type stencils
- presentation equipment:
- cake boards for individual and large gateaux
- cake boxes
- cake stands including multi-tier
- doilies
- gateaux serving tongs and trowels
- mirrors
- refrigerated cake display cases or towers
- specialist cake tins, rings and moulds:
- croquembouche mould
- D-shape cake log forms
- form cake rings for individual petit gateaux
- novelty cake tins and forms

Specific equipment for producing desserts:

- acetate plastic sheets
- decorating equipment:
- blow torch
- chocolate spray gun
- fine icing sugar sieves
- fine piping tubes
- icing and cocoa powder dusters
- matfer-type stencils
- silk screens
- templates
- dessert serveware:
- dessert plates
- dishes
- glasses
- bowl
- coupes
- cutlery
- fine and heavy gauge whisks and strainers
- fine icing sugar sieves
- gratin dishes
- ice makers
- ice-cream machines
- individual novelty mousse cake tins and forms
- moulds and dishes:
- tartlet
- bombe
- charlotte
- darioles
- pans:
- crepe
- omelette
- blini
- ramekins
- scoops

- skewers:
- metal
- bamboo
- soufflé cups
- steamer:
- combi oven
- sand-alone steamer
- Chinese steamer
- sweets trolley or dessert buffet table
- vitamisers

Specific equipment for producing petit fours:

- chocolate thermometer
- dipping forks
- icing and decorating equipment:
- chocolate spray gun
- crimpers
- decorative combs
- fine icing sugar sieves
- fine paint brushes
- fine piping tubes
- matfer-type stencils
- silk screens
- petit four cutters
- petit four dipping racks
- petit four moulds
- petit four paper cases

Specific equipment for modelling marzipan:

- chocolate thermometer
- icing and decorating equipment:
- aerosol and airbrush
- chocolate spray gun
- fine paint brushes
- marzipan modelling tools and moulds:
- crimpers
- dipping forks
- fine icing sugar sieves
- fine piping tubes
- leaf, flower and petal cutters
- novelty moulds
- piping tubes
- textured boards
- textured rolling pins
- marzipan refiner

Specific equipment for producing chocolate confectionery:

- brushes
- couverture chocolate moulds
- double bain marie
- scourers
- specialty scrapers
- sponges
- warming area

Specific equipment for modelling sugar based decorations:

- airtight sugar display cases
- assorted rings, moulds, metal bars for poured and moulded sugar work
- basket weave boards (round and oval shaped) complete with metal rods
- blow torch
- blowpipes
- disposable gloves for pulling and shaping sugar
- hair drier with cold air setting
- hand pump for blowing sugar
- heat resistant plasticine
- heating lamp with red or white light
- metal strapping
- modelling tools
- patterns
- rubber mats
- saccharometer
- scissors
- shears
- silicon paper and mats
- sugar boilers
- small cooling fan
- sugar thermometers

Specific equipment for producing sweet buffet showpieces:

- air brush kit complete with alcohol-based colours
- airtight display cases, domes and containers
- aluminium rolling pin
- calcium carbonate, pure alcohol, tartaric acid (stored in bottle with eye dropper lid) and quick lime
- doilies
- fine icing sugar sieves
- fine paint brushes
- fine piping tubes
- firm wire and pliers
- hair drier with cold air setting
- heat-resistant plasticine
- large and small scissors
- marzipan modelling tools
- moulds:
 - metal or silicon leaf moulds
 - novelty shapes
 - plastic and metal egg moulds

	<ul style="list-style-type: none"> • silicon rubber novelty moulds and shapes • multi-tier, platters and mirrors, cake boards, socles and decorative cloths • nougat lacquer and sugar colours, water-based, paste colours, powdered colours or alcohol colours • polystyrene boxes and satay sticks, or tooth picks • round and oval-shaped basket weave boards complete with metal rods • silicon paper and mats • small very fine strainers • specific equipment for pastillage: <ul style="list-style-type: none"> • cutters • dried starch • moulds • sandpaper • scalpels • stencils • wood saw • specific equipment for preparing chocolate showpieces: <ul style="list-style-type: none"> • chocolate carving tools • chocolate spray gun kit • chocolate thermometer • dipping forks • gold leaf • pasta machine for modelling chocolate • plastic acetate sheets • wooden boards • spirit burners with wicks and methylated spirits • textured rolling pin
<p>Operational Restaurant or Food and Beverage Outlet.</p> <p>Generic equipment for those units coded FAB which are applicable to food and beverage service.</p>	<p><i>Fixtures and Large Equipment:</i></p> <ul style="list-style-type: none"> • 2 sideboards or crockery and cutlery storage area • coffee and tea making facilities • computerised ordering system • minimum of 15 chairs • minimum of 5 tables • point-of-sale system, including credit card and Electronic Funds Transfer at Point of Sale (EFTPOS) facilities • restaurant service desk

Small Equipment:

- bread baskets
- butter dishes
- condiments and accompaniments
- cruets and pepper mills
- cutlery including main and entrée knives and forks, soup and dessert spoons, teaspoons, side knives and serving utensils
- food serviceware, including side plates, main plates, dessert bowls, coupes, entrée plates and soup bowls
- linen/table dressing including:
 - tablecloths
 - overlays
 - placemats
 - napkins/serviettes
- milk and sugar containers
- service trays, platters and doilies
- standard range of glassware for the service of non-alcoholic beverages such as:
 - coffee
 - soft drinks
 - juices
 - water
 - tea
 - tea and coffee making facilities
 - tea and coffee pots
 - tea and coffee serviceware such as:
 - cups
 - saucers
 - mugs
 - glasses
 - water jugs

Stock:

- ice

Wide commercial range of non-alcoholic beverages:

- tea
- coffee
- carbonated drinks
- juices

Cleaning Materials and Equipment:

- brooms, brushes and dustpans
- buckets
- cleaning cloths
- commercial cleaning and sanitising agents and chemicals for cleaning public areas of commercial restaurants and service equipment
- dishwashers
- mops

	<p>Workplace Documentation:</p> <ul style="list-style-type: none"> • docket books • menus • beverage • food • promotional materials
	<p>Specific equipment for preparing non-alcoholic beverages:</p> <ul style="list-style-type: none"> • coffee: • percolators and urns • drip filter systems • plungers • blenders • fridges • juicers • milkshake machines • tea strainer • teapots <p>Workplace Documentation:</p> <ul style="list-style-type: none"> • standard recipes for non-alcoholic drinks currently used by the hospitality industry
	<p>Specific equipment for the service of alcoholic beverages:</p> <ul style="list-style-type: none"> • ice buckets, wine stands • service cloths for wine service • standard range of glassware for the service of: • beer • cocktails • spirits • wine • waiter's cloths • waiter's friend • waiter's station • wine baskets • wide commercial range of: • bottled and canned beers • wines • wine lists
	<p>Specific equipment for preparing espresso coffee:</p> <ul style="list-style-type: none"> • a workstation with industry-current commercial grade espresso machine and coffee grinders • bins for used coffee grounds • blind or blank filter • cleaning brushes • coffee grinders • colour coded cleaning cloths • flat edge implement such as a spatula for levelling off dosed filter basket • measuring equipment: • stopwatch or timer • thermometer • milk foaming jugs

	<ul style="list-style-type: none"> • napkins • powder shakers e.g. chocolate, cinnamon • service trays • spoons • stirrers • storage bins • straws • take-away cardboard trays • tamp mats • tampers • serviceware for different types of coffee beverages: • cups • saucers • mugs • glasses • take away coffee cups and lids <p>Stock:</p> <ul style="list-style-type: none"> • a commercial range of coffee beans, ground coffee, other ingredients and accompaniments <p>Workplace Documentation:</p> <ul style="list-style-type: none"> • commercial beverage menus and standard recipes for coffee beverages currently used by the hospitality industry • Material Safety Data Sheets (MSDS) for cleaning chemicals or plain English workplace documents or diagrams that interpret the content of MSDS • organisational and industry standards for presenting for espresso coffee beverages • cleaning and maintenance procedures for espresso coffee machines and grinders <hr/> <p>Specific equipment for providing room service:</p> <ul style="list-style-type: none"> • cutlery • glassware • serviceware including plates, cups, bowls • serving tray and lid • toasters • trolleys • warming equipment such as: • heated plates • hot serving utensils <hr/> <p>Specific equipment for providing silver service:</p> <ul style="list-style-type: none"> • candles and matches or lighter • carafes for decanting wine • floral arrangements or bud vases • heated plates and hot serving utensils • service cloths for wine service • serving utensils • table crumber • waiter’s friend • white cotton gloves • wine baskets.
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	<p>Specific equipment for providing gueridon service:</p> <ul style="list-style-type: none"> • bowls • burner • carving boards • cutlery • fuel • gueridon cooking and serving utensils • gueridon trolleys • lighter • linen • service crockery • towels for hand cleaning
<p>Touring environment.</p> <p>For units coded GDE, PPD and TOP.</p>	<p>Touring environments are immensely diverse and can be for any style of tour involving groups or individuals; walking, adventure, special interest, educational, nature-based or ecotour or extended touring program.</p> <p>A commercially realistic touring environment could include:</p> <ul style="list-style-type: none"> • attractions, such as theme parks, zoos and wildlife reserves or parks • camp sites • cultural sites and locations • destinations and places of general interest within the destinations • destinations or locations for which culturally or environmentally sustainable tourism operations can be established • environments suitable for camping • local or regional areas • national parks • operational depots for tour operators where pre-departure checks take place • remote areas where bush craft and survival techniques are used • sites, such as natural, cultural and heritage sites and centres, museums, art galleries, industrial sites and national parks • on board any form of transportation, including coaches, vehicles, vessels and aircraft • tourist precincts • transportation terminals for air, cruise, rail or coach travel <p>Due to the diversity of circumstances involved, equipment is not specified here. Unit specific equipment is identified within individual units.</p> <p>Touring Equipment would need to be selected according to the industry context and could include:</p> <ul style="list-style-type: none"> • camping equipment suited to local industry conditions and food supplies used in the operation of a camping tour • communications equipment used to contact an operational depot • microphones for a guide’s use • transportation, communications, navigation and other equipment used on remote tours • transportation such as a chartered coach or cruise vessel
<p>Workplace Documentation</p>	<p>People use documents and information in the workplace and RTOs must, therefore, have these available when preparing students for a job role.</p> <p>Contextualised requirements are prescribed in the ‘Context of and specific resources’</p>

For many units across all competency fields.	<p>section for each unit of competency. A general list follows. These documents can apply to many different units.</p>
	<p>Commercial information:</p> <ul style="list-style-type: none"> • preferred supplier arrangements • purchase specifications • sources of negotiated cost of supply e.g. tariffs and price lists • supplier contracts
	<p>Customer information:</p> <ul style="list-style-type: none"> • confirmation letters • customer files • customer profiles • customer reservation and operational data • customer service data bases • quotations
	<p>Financial documents:</p> <ul style="list-style-type: none"> • current actual or training facsimile IATA BSP documentation including the Agency Billing Analysis Report • credit notes • customer and supplier invoices • end of service period or day reconciliations • financial reports • sales returns
	<p>Plans and reports:</p> <ul style="list-style-type: none"> • Billing and Settlement Plan (BSP) • inventory • marketing • mis en place plans • product development • purchasing • sales • work health and safety
	<p>Policies and procedures to which people in the workplace must adhere:</p> <ul style="list-style-type: none"> • anti-discrimination • commission and mark-up rates and procedures • commercial cleaning procedures and schedules • confidentiality of client information • customer care, complaints and dispute resolution • environmental management • equal employment opportunity • food safety • hazard identification and risk assessment template documents • incident reporting • internal and external communication • public liability and duty of care • recycling and waste management • risk management • safety procedures for chemical accidents • staff handbooks • standard operating procedures

	<ul style="list-style-type: none"> • stock control • work health and safety • work flow schedules • workplace operations manuals
	<p>Product information:</p> <ul style="list-style-type: none"> • chemical hazard charts • current airline, consolidator and IATA documentation or computer data such as schedules, tariffs and bulletins outlining rules, conditions and regulations • electronic information sources and information databases • food preparation lists • information databases • manufacturer safety data sheets • manufacturer’s instructions • Material Safety Data Sheets (MSDS) • menus for restaurants • price lists • product and service manuals • product sales kits • recipes • reference books • sales brochures • supplier information kits • timetables • tour schedules
	<p>Regulatory information:</p> <ul style="list-style-type: none"> • business management manuals issued by industry associations or commercial publishers • codes of practice and standards issued by government regulators or industry groups • current plain English regulatory documents distributed by the state, territory, commonwealth or local government regulator covering: <ul style="list-style-type: none"> • consumer protection • food safety • intellectual property • responsible conduct of gaming • responsible service of alcohol • work health and safety • industrial awards • legislation of which senior managers must have knowledge
	<p>Research and general information:</p> <ul style="list-style-type: none"> • industry association membership information and codes of conduct • industry publications, journals, trade magazines • information about employer and employee bodies • information and data on current industry market trends • job descriptions • published research reports • selection criteria for recruitment
	<p>Travel documentation:</p> <ul style="list-style-type: none"> • air, cruise or other tickets

	<ul style="list-style-type: none">• itineraries• operational itineraries and briefings for delivery crew e.g. Guides• rooming and passenger lists• visa and passport forms• vouchers
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ORGANISATION POLICY, PROCEDURES MANUALS.

Refer to the following Policy and Procedure Documents:

- CTC Student Handbook
- CTC Staff Policy and Procedure Handbook
- CaPTA Policy and Procedures

Industry association information, codes of conduct and accreditation information.

Documents that describe key tourism and hospitality and general workplace legislation (in plain English).

Current tourism and hospitality information (hard copy and electronic) such as sales kits, brochures, timetables, tour schedules, product manuals, supplier or destination marketing information kits, information databases and computerised reservations systems.

These are links to real website resources.

<http://toolboxes.flexiblelearning.net.au/>

<http://www.industry.gov.au/SKILLS/RESOURCESANDPUBLICATIONS/Pages/default.aspx>

<http://www.myfuture.edu.au/>

isc.org.au

<http://www.australianapprenticeships.gov.au/>

CONTINUOUS IMPROVEMENT

Continuous improvement is based upon assessment validation as per Standards for Registered Training Organisations (RTOs) 2015

Internal review procedure

All stakeholder feedback is collected and analysed and information reported to the Management Team. Feedback forms are analysed monthly and yearly and reported to the Chairman as part of the monthly reporting structure. This feedback is reported back to trainers and assessors as part of the continuous improvement process monthly and used in the annual performance review for all Careers Training Centre trainers and assessors.

- Feedback is ongoing and consistent with all stakeholders
- Student career pathways are documented in the Student Handbook.

Student Feedback

Student feedback is collected and analysed to assist with continuous improvement processes. Students are given opportunities to provide feedback during the course and after each assessment item. Students also participate in the internal review procedure.

Feedback and questionnaires are part of maintaining consistency and best practices for us, so we take them very seriously. We encourage all students to provide feedback and have online link for students and employers to complete their AQTF surveys. You may enter your feedback through this link. <http://mastersit.com.au/vidatek/wp/index.php/learner/rto/capta>

You can also contact us on Email careers@capta.com.au or on our Website and download a feedback form: www.careerstrainingcentre.com

Student Data Storage and Security

All information is managed and held by Careers Training Centre and no third party has access to student information unless the student authorises the release of this information or the information is released under legislative requirements as advised in student hand book and sign up procedures.

Information is secured by password security and backup information is stored in an encrypted format for student protection.

What is assessment validation?

Assessment validation involves 'reviewing, comparing and evaluating assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same standards'

What are the benefits

Assessment validation facilitates processes leading to consistent and valid assessment. In particular, validation activities:

- ensure that assessment strategies meet the needs of clients;
- facilitate the professional development of assessors;
- enable enterprises and other stakeholders to contribute to assessment processes;

- provide a means of gathering feedback and identifying ways of improving assessment processes;
- facilitate consistent interpretation of competency standards;
- foster the development of informal networks and provide assessors with access to up-to-date information about what is happening in their industry;
- Help assessors working across the industry to apply consistent standards and make consistent judgements.

These processes build assessors' confidence and industry acceptance of the outcomes of the national training system.

Validation is a quality review process. It involves checking that the assessment tool produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and / or outcomes. (Source: Standards for Registered Training Organisations (RTOs) 2015)

Assessment validation includes, but goes beyond, *assessment moderation* and includes Industry Consultation.

Industry consultation

Those consulted must be current in the industry and the consultation should have a clear impact on the strategy for training and assessment

Validation process

Training and assessment strategies and assessment items are reviewed annually by industry personnel as well as other stakeholders, including other trainers and assessors and comments for continual improvements are noted.

ASSESSMENT Validation Process			
<p>Training and assessment strategies and assessment items are reviewed annually by industry as well as other trainers and assessors for continual improvements.</p> <p>Industry representatives consulted in developing the training and assessment strategy. Careers Training Centre ensures that industry representatives are current within the industry and that the consultation has formed part of the development of the strategy for training and assessment.</p>			
Date of Consultation	Business Name	Contact Person	Contact Details
25 / 06 /2014	Wildlife Habitat	Judie Sciacca	Mobile: N/A
			Telephone: 07 4099 3235
			Email: restaurant@wildlifehabitat.com.au
			Web: www.wildlifehabitat.com.au
			Mobile:
			Telephone:
			Email:
			Web:
			Mobile:
			Telephone:
			Email:
			Web:
			Mobile:
			Telephone:
			Email:
			Web:
<p>The units selected combined with the required industry based practical skills together provide a good basis for entry into the industry.</p> <p>The simulated workplace environment allows for realistic situations, particularly regarding multiple tasks and meeting deadlines and industry time frames within the work placement further enhances this.</p>			

Moderation

At Careers Training Centre, moderation is a quality assurance process directed at ensuring that assessments are marked with accuracy, consistency and fairness. Moderation can be effected through several methods and is part of the Quality Assessment Cycle. It includes the entire assessment event, including the design and post-event analysis of the fitness of the assessment of student learning.

Moderation is required for every assessment which involves a degree of subjectivity.

- Assessments are designed so that they are clearly linked to the intended learning outcomes;
- Pre-marking meetings or other activities are undertaken to ensure that assessors are able to clarify their understanding of the assessment criteria;
- Assessment criteria are clearly communicated to students, both in the pre-assessment phase and also when providing feedback; and
- Assessments are subject to regular review: their frequency, style and the relative success rate of students are appraised as a regular part of the improvement cycle

Moderation of Assessment			
Moderation is conducted annually with other trainers and assessors as part of the moderation process. All assessment instruments are reviewed to ensure they are appropriate for the units of competency and reflect information contained in the elements, performance criteria, range of variables and evidence guide.			
Date of review	Business Name	Contact Person	Contact Details
October 2014	Tafe QLD	Sandie McCoy	Mobile Telephone Email: Sandie.McCoy@tafe.qld.edu.au Web:
			Mobile Telephone Email: Web:
			Mobile Telephone Email: Web:
			Mobile Telephone Email: Web:
The units selected combined with the required industry based practical skills together provide a good basis for entry into the industry.			
The simulated workplace environment allows for realistic situations, particularly regarding multiple tasks and meeting deadlines and industry time frames within the work placement further enhances this.			

Useful Contacts -

Service Skills Australia	www.serviceskills.com.au/tourism-hospitality-events-training-package
Tourism Queensland	www.teq.queensland.com
Office of Liquor and Gaming Registration (OLGR) Queensland	www.business.qld.gov.au/industry/liquor-gaming
Workplace Health and Safety Queensland	https://www.worksafe.qld.gov.au/
QTIC	https://www.qtic.com.au/
Food safety standards and regulations	https://www.business.qld.gov.au/industry
Queensland Hotels Association	http://www.queenslandhotels.com.au/
Australian Hotels Association	http://aha.org.au/
QSA VET	http://www.qcaa.qld.edu.au/576.html
QSA Training and Assessment information	http://www.qcaa.qld.edu.au/14793.html
QSA Tourism resources	http://www.qcaa.qld.edu.au/10846.html
DET – Training Package Transition Guide	http://vetinonet.dtwd.wa.gov.au/VETpolicyandguidelines/Documents/Transition_Teach_out_wa_training_package_transition_jan2012.pdf
Service Skills Australia	http://www.serviceskills.com.au/
Queensland holidays	www.queensland.com.au
Tourism Support Network	http://www.tourism.australia.com/
TVET products	http://www.ivet.com.au/a/185.html
Safework Australia	http://www.safeworkaustralia.gov.au/sites/SWA
Workplace Healthy and Safety Student Program	http://www.deir.qld.gov.au/workplace/pdfs/safetysense/index.htm
Worksafe Smart Move	http://smartmove.safetyline.wa.gov.au/
Australian tourism Data Warehouse	http://www.serviceskills.com.au/tourism-hospitality-events-training-package
Service Skills Australia	www.serviceskills.com.au/tourism-hospitality-events-training-package
Tourism Queensland	www.teq.queensland.com
Office of Liquor and Gaming Registration (OLGR) Queensland	www.business.qld.gov.au/industry/liquor-gaming
Workplace Health and Safety Queensland	https://www.worksafe.qld.gov.au/
QTIC	https://www.qtic.com.au/
Food safety standards and regulations	https://www.business.qld.gov.au/industry