

# Tourism, Travel, Hospitality and Events Draft 2 Validation



**SKILLSIQ**

CAPABLE PEOPLE MAKE CLEVER BUSINESS

November 2021



# SkillsIQ Limited

- Not-for-profit organisation appointed by the Commonwealth Government as a Skills Service Organisation (SSO)
- Funded by the Commonwealth Department of Education, Skills and Employment to support 19 Industry Reference Committees in the people-facing industries, including tourism, travel and hospitality
- Develop national skills standards, to ensure skills are relevant for jobs in industry and to meet critical skills gaps and shortages
- Undertake workforce development and research projects and are active in government strategy and policy development

# Our Industry Reference Committees

- Aboriginal and Torres Strait Islander Health Worker
- Aged Services
- Ambulance and Paramedic
- Children's Education and Care
- Client Services
- Community Sector and Development
- Complementary Health
- Dental
- Direct Client Care and Support
- Disability Support
- Enrolled Nursing
- First Aid
- Local Government
- Personal Services
- Public Sector
- Sport and Recreation
- Technicians Support Services
- **Tourism, Travel and Hospitality**
- Wholesale and Retail Services.



# Key Players & Acronyms

Australian  
Industry & Skills  
Committee (AISC)

oversees  
approval of  
Training Package  
Products

Industry  
Reference  
Committee (IRC)

oversees  
development of  
Training Package  
Products

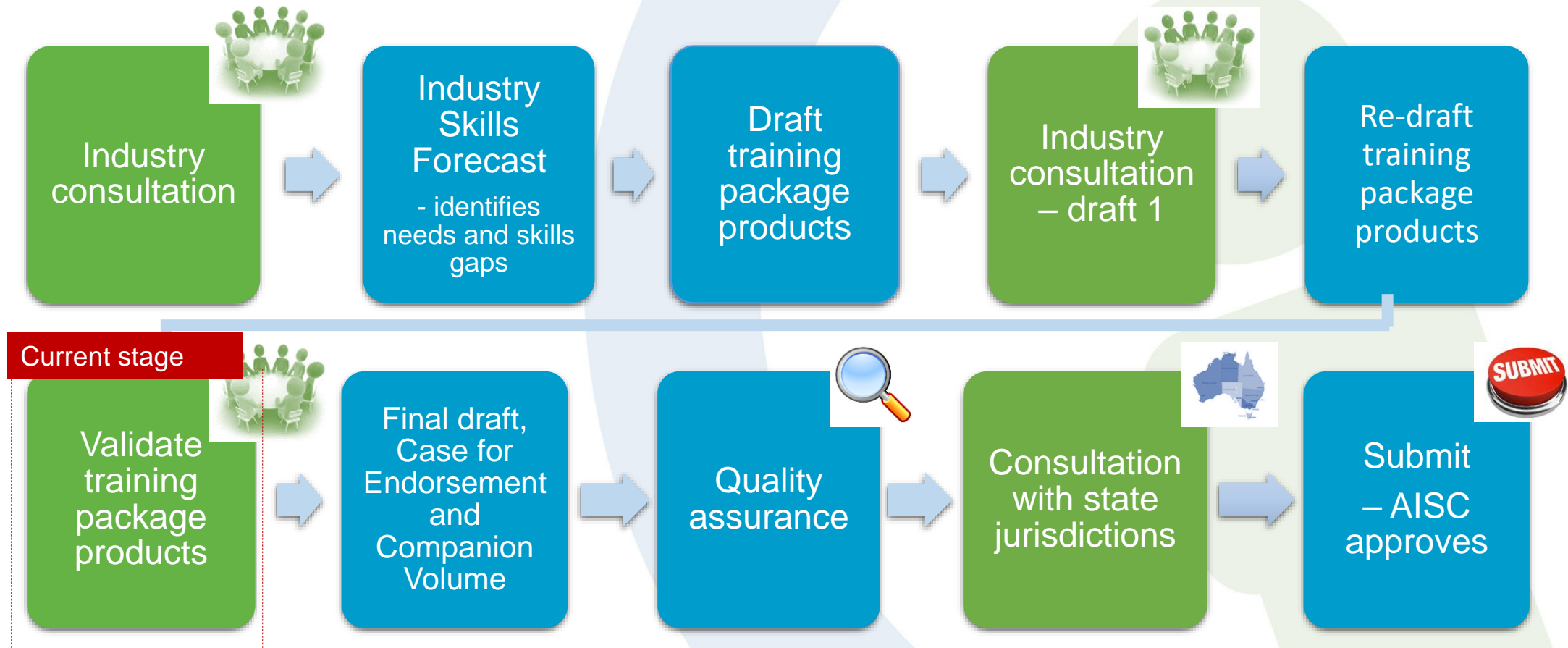
Technical  
Advisory  
Committee (TAC)

Provide specialist  
knowledge and  
make content  
recommendations

Skills Service  
Organisation  
(SSO)

provide technical  
and engagement  
support to IRCs

# Stages of review and development of training packages



# Progress during and since Draft 1 Consultation

- Draft 1 consultation occurred in July/August 2021
- Draft training package products were posted on the SkillsIQ Online Feedback Forum
  - 622 individual comments received
  - A number of email submissions were also received providing feedback
- 200+ people attended Draft 1 webinars
- Feedback received from industry employers and workers, peak bodies and associations, government departments, unions, RTOs
- Feedback was collated and validated through the IRC and various subject matter working groups made up of people from industry and RTOs nationally

# Key questions from Draft 1

## **Imported Units**

- Should some of the SIT units be replaced with imported units?
  - Majority feedback was that SIT specific units should be retained

## **E-Business Units**

- Should the SIT e-business units be replaced with the cross-sectoral units?
  - Majority feedback supported this, so these units were updated

## **Tour Operations**

- Could two electives be replaced by one unit from the Outdoor Recreation training package?
  - Majority of feedback was that this was not appropriate as not all tours that may require catering will require a camp site

## **Commercial cookery units in hospitality qualifications**

- Should the commercial cookery units be included in the Diploma and Advanced Diploma of Hospitality Management?
  - Majority feedback supported retaining these units in the qualifications to provide options for those who required them

# Draft 2 Training Package Products

- Draft 2 includes:
  - 20 qualifications
  - 27 skill sets
  - 157 Units of Competency
- Informed through feedback from Draft 1 public consultation, specialist subject matter expert input from industry and input from IRC.



# Draft 2 content – What has changed?

## Qualifications

### Events

- Certificate III
  - No change to core from Draft 1
  - Elective list updated – design and produce business documents added
- Diploma
  - 4 units added to core – manage conflict, prepare and present proposals, recruit, select & induct staff and plan & implement sales
  - Packaging now 14 core and 5 electives
  - Elective list updated – travel specific units removed, basic BSB software units removed – can be imported if required
  - Social media and online engagement units updated
  - Additional events units added – managing event operations and marketing & public relations
- Advanced Diploma
  - 1 unit added to core – manage projects

# Draft 2 content – What has changed?

## Qualifications

### Travel

- Certificate III
  - No change to core from Draft 1
  - Elective list updated – basic BSB software units removed, some language units removed
  - Social media and online engagement units updated
- Proposed Certificate IV in Travel
  - See questions for consideration

# Draft 2 content – What has changed?

## Qualifications

### Guiding

- **Certificate III**
  - No change to core from Draft 1
  - Elective list updated – food & beverage service units removed, imported TLI units related to driver licensing added to elective list
  - Specific questions for consideration around First Aid as a core and WHS components
- **Certificate IV**
  - No change to core from Draft 1
  - Elective list updated – some language units removed, imported TLI units related to driver licensing added to elective list

# Draft 2 content – What has changed?

## Qualifications

### Hospitality

- Certificate I
  - No change to core from Draft 1
  - Specific question for consideration about whether Work effectively with others should be removed from core
- Certificate II
  - No change to core from Draft 1
  - Specific question for consideration about whether Work effectively with others should be removed from core
- Certificate III in Hospitality
  - 1 unit removed from core – Work effectively with others
  - Packaging now 6 core and 9 electives
  - Elective list updated – provide gueridon services removed, Computer Operations and ICT, Management and Finance units moved to Group C
  - Social media and online engagement units updated

# Draft 2 content – What has changed?

## Qualifications

### Hospitality

- Certificate III in Hospitality (Restaurant Front of House)
  - 2 units removed from core – Work effectively with others, manage finances within a budget
  - Packaging now 9 core and 11 electives
  - Now allows for up to 2 units to be imported
  - Elective list updated - Develop and apply thinking and problem solving skills added, Manage disrespectful, aggressive or abusive customers added
- Certificate IV
  - 1 unit removed from core – lead diversity and inclusion
  - Packaging now 8 core and 13 electives
  - Elective groups revised – Group A choice of hygiene or food safety, Group B hospitality, Group C general electives
  - Social media and online engagement units updated
  - Source and use information on the tourism and travel industry removed from electives – can be imported if required

# Draft 2 content – What has changed?

## Qualifications

### Hospitality

- Diploma
  - Suggestion to split qualification into gastronomy management and hotel management not supported
  - 2 units removed from core – Lead diversity & inclusion and manage business operational plans
  - Packaging now 11 core and 17 electives
  - Elective groups revised – Group A choice of hygiene or food safety, Group B choice of work effectively unit, Group C hospitality, Group D general electives
  - Social media and online engagement units updated
  - Elective list updated – BSB finance units removed in favour of SIT finance units
- Advanced Diploma
  - Suggestion to split qualification into gastronomy management and hotel management not supported
  - 2 units removed from core – Lead diversity & inclusion and manage business operational plans
  - Packaging now 14 core and 19 electives
  - Elective groups revised – Group A choice of hygiene or food safety, Group B hospitality, Group C general electives
  - Social media and online engagement units updated
  - Elective list updated – BSB finance units removed in favour of SIT finance units

# Draft 2 content – What has changed?

## Qualifications

### Tourism and Holiday Parks and Resorts

- Four Holiday Parks and Resorts qualifications proposed for removal in favour of specialisations in tourism qualifications – see specific questions for consideration
- Certificate I
  - No change to core from Draft 1
  - Elective list updated – 3 units added – engage the customer, food safety and use digital technology for short and basic workplace tasks
- Certificate II
  - 1 unit added to core – provide customer information and assistance
  - Packaging now 5 core and 6 electives
  - Elective groups revised – Group A tourism, Group B holiday parks and resorts, Group C general electives
  - Elective list updated – units added – provide arrival and departure assistance, food safety and use digital technology for short and basic workplace tasks, manage disrespectful, aggressive or abusive customers, time management, social media
  - Group B holiday parks and resorts added to provide for HPR specialisation – must select 3 from Group B

# Draft 2 content – What has changed?

## Qualifications

### Tourism and Holiday Parks and Resorts

#### • Certificate III

- No change to core from Draft 1
- Elective groups revised – Group A tourism operations, Group B tourism delivery, Group C marine tourism, Group D holiday parks and resorts, Group E general electives
- Elective list updated – maritime safety units added to group C, manage disrespectful, aggressive or abusive customers, time management added to general electives
- Social media and online engagement units updated
- Marine tourism specialisation updated – must select 3 from Group C
- Group D holiday parks and resorts added to provide for HPR specialisation – must select 6 from Group D



# Draft 2 content – What has changed?

## Qualifications

### Tourism and Holiday Parks and Resorts

- Certificate IV in Travel and Tourism
  - No change to core from Draft 1
  - Elective groups revised – Group A tourism, Group B holiday parks and resorts, Group C general electives
  - Elective list updated – maritime safety units added to group A, manage disrespectful, aggressive or abusive customers, manage workplace responses to disrespectful aggressive or abusive customer behaviour, time management added to general electives
  - Social media and online engagement units updated
  - Tourism planning and product development units moved to Group A
  - Group B holiday parks and resorts added to provide for HPR specialisation – must select 4 from Group B
- Question for consideration around separate Certificate IV in Travel

# Draft 2 content – What has changed?

## Qualifications

### Tourism and Holiday Parks and Resorts

- Diploma

- 1 unit added to core – manage risk to organisational reputation in an online setting
- Packaging now 13 core and 10 electives
- Elective groups revised – Group A travel and tourism, Group B holiday parks and resorts, Group C general electives
- Elective list updated – cybersecurity, manage disrespectful, aggressive or abusive customers, manage workplace responses to disrespectful aggressive or abusive customer behaviour units added to general electives, food safety removed, BSB finance units removed in favour of SIT units
- Social media and online engagement units updated
- Tourism planning and product development units moved to Group A
- Group B holiday parks and resorts added to provide for HPR specialisation – must select 3 from Group B

# Draft 2 content – What has changed?

## Qualifications

### Tourism and Holiday Parks and Resorts

- Advanced Diploma
  - No change to core from Draft 1
  - Elective list updated – cybersecurity units added to general electives, food safety removed
  - Social media and online engagement units updated
  - Tourism planning and product development units moved to Group A

# Draft 2 content – What has changed?

## Units of Competency – Overarching updates

### Terminology

- Updated to reflect current industry practice and usage

### Elements and Performance Criteria

- Updated based on feedback to reflect current practice

### Performance Evidence

- Updated to clarify expectations of assessment and also volume and frequency

### Knowledge Evidence

- Updated to include current industry information and remove obsolete references. Long sub-lists revised to increase flexibility and ability to contextualise across industry sectors

### Assessment Conditions

- Updated to reflect above changes in units where relevant

# Draft 2 content – What has changed?

## Units of Competency

### Events

- *SITEEVT021 Process and monitor event registrations* and *SITEEVT022 Coordinate on-site event registrations* merged
- Performance evidence frequency reduced on some more complex planning units, e.g. develop crowd management plans

### Travel

- *SITTTVL011 Administer billing and settlement plan* – proposed for removal – content on BSP added to knowledge evidence of airfares units
- *SITTTVL0113 Maintain product inventories* – proposed for removal

### Guiding

- *SITTGDE021 Prepare specialised interpretive content on marine environments* – updates to knowledge evidence

# Draft 2 content – What has changed?

## Units of Competency

### Hospitality

- *SITHFAB023 Operate a bar* now prerequisite for *SITHFAB030 Prepare and serve cocktails*
- Knowledge evidence for *SITHFAB030 Prepare and serve cocktails* updated and cocktail list reviewed – some additions to list, but traditional cocktails not removed, as knowledge of the traditional cocktails deemed necessary knowledge for all bar attendants making cocktails. Not all cocktails are required to be demonstrated but knowledge of how to make them is required
- *SITHFAB038 Provide gueridon service* – proposed for deletion
- *SITHGAM034 Conduct Sic Bo games* – proposed for deletion
- *SITHGAM035 Manage gaming activities* – proposed for deletion

# Draft 2 content – What has changed?

## Units of Competency

### Tourism and Holiday Parks & Resorts

- *SITTTOP007 Provide outdoor catering and SITTTOP009 Set up and operate a camp site* to be maintained as separate units
- *SITTIND004 Source and use information on the holiday park and resort industry* knowledge evidence updated to include basic information on residential tenancy requirements
- *SITTPPD016 Develop host community awareness of tourism* – proposed for deletion
- *SITTPPD017 Assess tourism opportunities for local communities* – proposed for deletion
- *SITTPPD022 Develop and implement local or regional tourism plan* – proposed for deletion

# Draft 2 content – What has changed?

## **Skill Sets**

- Unit codes and titles updated
- Online Engagement for Small Business Skill Set
  - Units updated to more current cross-sectoral units
- New proposed skill set for Driver Guides
  - Targeted at those who already have licence to drive passenger vehicles and need additional skills and knowledge in guiding



# Key questions for Draft 2

## Certificate IV in Travel and Tourism

1. Should a separate Certificate IV in Travel qualification (as proposed on the SkillsIQ Online Feedback Forum) be progressed?
  - This would then change the current Certificate IV to a Certificate IV in Tourism
  - Or should travel remain a part of the Certificate IV in Travel and Tourism?
2. If travel remains a part of the Certificate IV in Travel and Tourism, should it have a designated specialisation in the Certificate IV in Travel and Tourism?

## Certificate I and Certificate II in Hospitality

1. Should *BSBTWK201 Work effectively with others* be removed from the Certificate I in Hospitality and Certificate II in Hospitality and if so, what if anything, should replace this unit?

# Key questions for Draft 2

## Certificate III Guiding

1. Should First Aid be in the core or electives of the guiding qualifications?
2. Could *SITXWHS008 Identify hazards, assess and control safety risks* be removed from the core of the Certificate III in Guiding and content on mitigation or elimination of risk be added to *SITXCCS014 Provide service to customers*? Is risk mitigation or elimination a part of customer service or a separate activity? What impact would this change to *SITXCCS014* have on the other qualifications in which it is used?

## New Driver Guide Services Skill Set

1. Do the units that comprise the new Driver Guide Services Skill Set meet the need of those individuals who may already have licenses to drive tour vehicles and need to upskill in tour guiding? Should any units be removed or added?

# Key questions for Draft 2

## Holiday Parks and Resorts

1. The four holiday parks and resorts qualifications have been proposed for deletion in favour of specialisations in the Certificate II, Certificate III, Certificate IV and Diploma level Tourism qualifications. Do the packaging rules for each of these specialisations allow for sufficient holiday park and resort specific skills and knowledge to be obtained?
2. Should any units be added to or removed from the holiday park and resort elective groups in the tourism qualifications?

# SkillsIQ Online Feedback Forum

<https://www.skillsiq.com.au/FeedbackForum>

- Be specific
  - Qualification, Unit of Competency, Skill Set
  - Elements & Performance Criteria, Performance Evidence, Knowledge Evidence, etc.
- Provide solutions
- Comment on what works well (as well as what doesn't)
- Check other comments – join an open thread
- Be professional! The Moderator will remove inappropriate content.

The screenshot shows the SkillsIQ website interface. At the top, there is a navigation menu with links for HOME, ABOUT US, INDUSTRY ENGAGEMENT, OUR TRAINING PACKAGES, RESOURCES, RESEARCH AND SUBMISSIONS, SKILLSIQ NSW ITAB, CURRENT PROJECTS, NEWS AND EVENTS, MARKETPLACE, FEEDBACK FORUM, COMMON QUESTIONS, and CONTACT US. The main content area displays the title 'Responsible Service of Alcohol Draft 1' under the 'Skill Set' category. Below this, there is a 'Project Summary' section with a description of the project. A 'Unit of Competency' section is also visible. A 'Status - Open for Feedback' section includes a login requirement and a link to a 'How To' page. At the bottom, there is a note about legislation across different states and territories.

# Next Steps – Public Consultation Draft 2

- **Public consultation period**

- Commenced on 15th November 2021
- Open until the 26<sup>th</sup> November 2021
- Due to strict submission timeframes, no extensions are possible
- Consultation activities include webinars and the SkillsIQ Online Feedback Forum
- Feedback to be considered by the Tourism Travel and Hospitality IRC prior to finalisation of training package products for submission to the April 2022 AISC meeting.

# Contact us

**Melinda Brown – General Manager**

**P** 02 9392 8100

**A** Level 1, 332 Kent Street, Sydney, NSW, 2000

**W** [skillsiq.com.au](http://skillsiq.com.au)

**E** [Melinda.brown@skillsiq.com.au](mailto:Melinda.brown@skillsiq.com.au)

 [facebook.com/skillsiq](https://facebook.com/skillsiq)

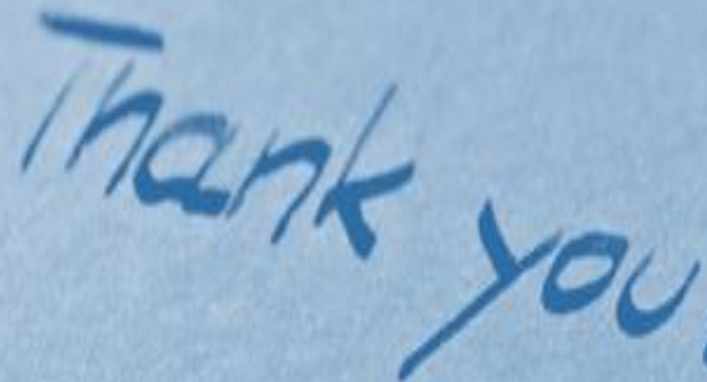
 [@SkillsIQ](https://twitter.com/SkillsIQ)

**SkillsIQ Limited**

**P** 02 9392 8100

**E** [enquiries@skillsiq.com.au](mailto:enquiries@skillsiq.com.au)

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Thank you