

Tourism, Travel, Hospitality and Events

Draft 1 Consultation



SKILLSIQ

CAPABLE PEOPLE MAKE CLEVER BUSINESS

20 July 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

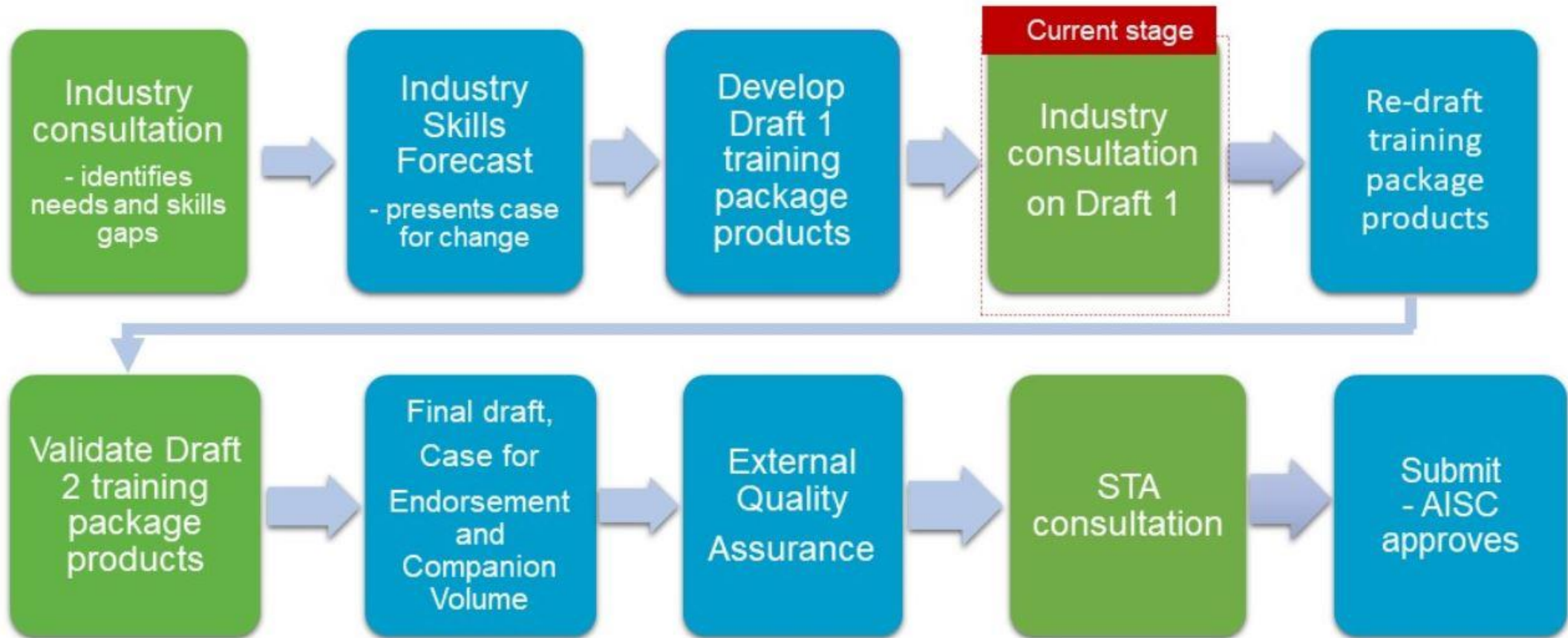
Technical
Advisory
Committee (TAC)

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



Project Background

- Over six years since the Training Package Products for these sectors were formally and comprehensively updated. This project will look to address:
 - Key skills and knowledge gaps
 - Currency and relevance of content
 - Now more than ever, it is important to ensure that the available training products are fit for purpose and provide the skills and knowledge required by industry to allow new entrants to the industry to be appropriately skilled in order to support the recovery of the industry post COVID-19.

Project Background, cont.

- Tourism - communication, teamwork, self-management, resilience and business/commercial skills as well as product and service knowledge, particularly relating to cultural tourism
- Travel - general product and service content and skills for 2IC workers who are part of succession planning
- Hospitality - business acumen, communication, data analytics and online and social media, as well as customer service, engagement preferences (i.e. online platforms) and behaviours
- Events – research, event design, project management, technology and digital, cyber-security, marketing, creative design

Draft 1 Training Package Products

- Draft 1 includes:
 - 23 qualifications
 - 26 skill sets
 - 172 Units of Competency
- Informed through activities of TACs in the areas of Travel and Events and feedback on issues register in Tourism and Hospitality, as well as input from IRC

Draft 1 content – What has changed?

Units of Competency

- Changes to application statements in some units to reflect modified content
- Addition of prerequisites for some units
- Changes to elements, performance criteria, performance evidence and knowledge evidence
- Merging of some units and deletion of one unit in the TVL Travel group – airfares and reservations, booking and documentation

Draft 1 content – What has changed?

Qualifications

- Updated all units of competency to reflect draft units included in this project
- Updated all imported units of competency to current endorsed versions
- Changes to core units of competency in some qualifications
- Changes to elective units of competency in some qualifications

Draft 1 content – What has changed?

Skill Sets

- Updated units to current endorsed versions
- Replaced/added/deleted some units of competency as required

Equivalence

Will be determined at Draft 2 stage, when revised Training Package Products are closer to final versions

Key questions

Imported Units

- Should some of the SIT units that relate to generic workplace functions such as WHS, finance, HR management, communications, etc. be replaced with imported units, e.g. from BSB Business Services Training Package?

E-Business Units

- Should the SIT e-business units be replaced with the cross-sectoral units currently housed in the SIR Retail Services Training Package?

Key questions

Tour Operations – potential replacement

- Could *SITTTOP007 Provide outdoor catering* and *SITTTPO009 Set up and operate a camp site* (both electives) be replaced by one unit from the Outdoor Recreation suite of units in the SIS Sport Fitness and Recreation Training Package *SISOFLD003 Select, set up and operate a temporary or overnight site?*

Commercial cookery units in hospitality qualifications

- Should the commercial cookery units be included in the Diploma and Advanced Diploma of Hospitality Management?

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 'Skill Set' and 'Responsible Service of Alcohol Draft 1'. Below this, there is a 'Project Summary' section with a description of the project. A 'Unit of Competency' section is also visible, listing 'SITHFAB002 Provide responsible service of alcohol V1.0 (19)'. A 'Status - Open for Feedback' section is present, along with a 'You will need to login to provide feedback.' message and a 'Need help? Visit our How To page for step by step instructions on how to leave feedback.' link. At the bottom, there is a note about legislation: 'At present, all states and territories have their own legislation relating to responsible service of alcohol (RSA), which is referenced and incorporated in training regarding RSA. A review and update of the current Training'.

Next Steps – Public Consultation Draft 1

- **Public consultation period**

- Commenced on 13th July 2021
- Open until the 9th August 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 Draft 2.

Contact us

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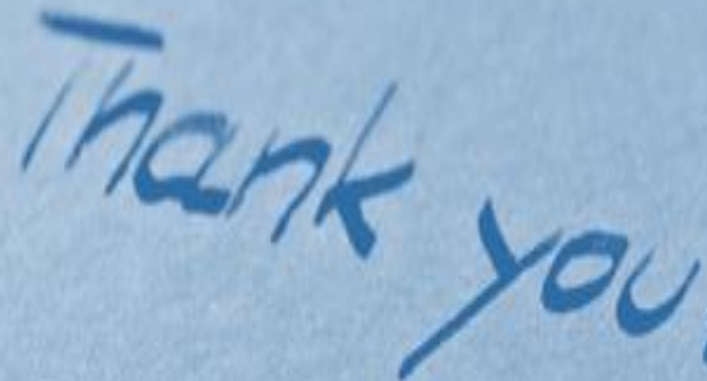
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Thank you