SQ = *Short answer questions*
PRO = *Project(s)*
CS = *Case study*
LB =*Log book*

Element	Performance Criteria		Assessment tool			
			SQ	CS	PRO	LB
1. Source and use industry information.	1.1	Identify sources of information on the structure and operation of the hospitality industry.	1,2		1	1
	1.2	Access specific information of relevance to the hospitality industry to assist operational duties.	1,4	1,2,3,4,5,6, 7,8,9,10,	1,3	1
	1.3	Obtain information on features of current and emerging hospitality products and services relevant to job role.	3		1,3	
	1.4	Use knowledge of the hospitality industry and its products and services to enhance the quality of work performance.	3		3	
2. Source and use compliance information.	2.1	Obtain information on laws specifically relevant to the hospitality industry, and work compliantly	8		2	
	2.2	Seek information on industry quality assurance schemes and use it to benefit own organisation.			2	
	2.3	Access information on career planning and equal employment opportunity (EEO) law.	8	8,9,10		
	2.4	Obtain information on ethical industry practices and conduct day to day hospitality activities according to those practices.	11		2, 4	
3. Source and use information on hospitality technology.	3.1	Source and access information on current and emerging technologies that impact on operational duties.	4		3	
	3.2	Use information on technology to suggest new and improved workplace practices.			3	
	3.3	Use current and emerging technology in day to day work activities.	4		1,3	
	3.4	Source and access information on current and emerging technologies that impact on operational duties.	4		3	

4. Update personal and organisational knowledge of the hospitality	4.1	Identify and use a range of opportunities to update current and emerging knowledge of the hospitality industry.	1,2,3,5, 6,7,8	1,2,3,4,5,6, 7,8,9,10		1
	4.2	Monitor current issues and trends for the industry.	9		4	
	4.3	Share updated information with colleagues			1	1

Foundation Skills			**Assessment Tool**			
Skill	Performance criteria	Description	**SQ**	**CS**	**PRO**	**LB**
Reading skills to	1.1,1.2,1.3,2.1,2.2, 2.3, 2.4,3.1,3.2,	read the content of plain English information about laws and quality assurance processes research and sort hospitality industry information and determine information relevant to own work.	8	1,2,3,4,5,6, 7,8,9,10	1,2,3	1
Writing skills to	1.4,3.2,3.3,4.1,4.2	write and summarise notes, and record information in basic documents, information sheets and files.			1,2,3	
Oral communication skills to	1.1,1.2,2.1,2.2,2.3, 2.4,3.1,4.2	use open and closed probe questioning to interact effectively and obtain information from: •experienced industry personnel •colleagues •suppliers •industry bodies.				1
Learning skills to	1.4,4.1,	•continuously update, review and maintain own knowledge of the hospitality industry.		1,2,3,4,5,6, 7,8,9,10	1,2,3	1,2
Technology skills to	1.2,1.3,2.1,2.2,2.3, 2.4,3.1,	use a computer and keyboard use online information systems to search for information.	1,2,3,4, 5,6,7,8, 9,10	1,2,3,4,5,6, 7,8,9,10	1,2,3	

Performance Evidence	Assessment Tool			
	SQ	CS	PRO	LB
Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:				
source and document current and emerging industry information on the hospitality industry using at least three information sources listed in the knowledge evidence			1,2,3	1
source and interpret information on the following from the above sources and share with colleagues to improve knowledge of the hospitality industry: • current and emerging products and services • current issues • career opportunities • relationship between other related industries • compliance issues and quality assurance • new products, technology, techniques and services • work ethic required to work in the industry		8,9,10	1,2,3,4	1,2
identify ways to integrate current hospitality industry information into daily work activities to enhance the quality of work performance.	3		3	1

Knowledge Evidence	Assessment Tool			
	SQ	CS	PRO	LB
Knowledge evidence To complete the unit requirements safely and effectively, the individual must: Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:				
sources of information on the hospitality industry: • developers of codes of conduct or ethics • discussions with experienced industry personnel • industry accreditation operators • industry associations and organisations • industry journals, reference books and seminars • libraries and media • networking with colleagues and suppliers • personal observations and experience • plain English documents, issued by government regulators, that describe laws relevant to the hospitality industry • training courses • unions	2	1,2,3,4,5,6 ,7,8,9, 10	1,2,3,4	1
structure of the hospitality industry and its different sectors: • key characteristics • main functions • features and services of businesses within the local and regional industry • business relationships between different sectors	1		1	
information of relevance to the hospitality industry: • economic and social significance of the hospitality industry • career opportunities within the industry	10	10	1	2

• roles and general responsibilities for different jobs in the industry				

key ways that information is used to enhance the quality of work performance:
• improving skills and productivity
• producing food items to meet current market trends and customer expectations
• providing quality hospitality service
• suggesting new and improved ways of doing things
• working effectively with:
    • other sectors of the hospitality industry
    • suppliers
• working according to:
    • ethical industry practices
    • legal requirements for self and the organisation
	3		1,2,3,4	1

key characteristics and main functions of allied and related industries	5		1	
primary functions of: • major cross-industry and sector-specific industry associations especially those with which the business has a relationship • trade unions in the industry	6,7		2	
basic aspects of ethical issues specifically relevant to the hospitality industry	9		2,4	
basic aspects of hospitality industry quality assurance processes: • industry accreditation schemes • codes of conduct or ethics • industry association membership • occupational licensing • reasons for participation and impacts of non-compliance • roles and responsibilities of individual staff members when participating in schemes			2	
basic aspects of state, territory and commonwealth laws specifically relevant to the hospitality industry and actions that must be adhered to by hospitality businesses: • food safety • responsible service of alcohol • responsible conduct of gaming	8		2	

• local community protection that must be met by hospitality industry operators when delivering services and requirements to maintain the lifestyle of neighbouring residents				
basic aspects of industrial relations: • award provisions • equal employment opportunity (EEO) law • rights of employees and responsibilities of employers to make merit-based employment decisions	7,8,9	1,2,3,4,5,6,7,8,9,10		
current and emerging technology used in the hospitality industry: • catering systems • applications for electronic devices and computers • computer-aided despatch systems • food production systems • industry online booking systems • industry reservations, operations and financial and tracking systems • project management systems • social media sites.			3	

Assessment Conditions	Assessment Tool

Skills must be demonstrated in a hospitality industry service environment. This can be:
• an industry workplace
• a simulated industry environment or activity for which information on the hospitality industry is sourced.
Assessment must ensure access to:
• computers, printers, communication technology and information programs used to source industry information
• plain English documents issued by government regulators that describe laws specifically relevant to the hospitality industry:
    • food safety
    • responsible service of alcohol
    • responsible conduct of gaming
       • local community protection.	

Dimensions of Competency	Assessment Tool			
	SQ	CS	P	LB
• Task skills	8,9	1,2,3,4,5, 6,7,8,9		
• Task management skills	1,2,4	10,11	1,3,4	1,
• Contingency management skills			2,4	1
• Job role environment skills	3,10	1,2,3,4,5, 6,7,8,9,1 0,11	1,2,3,4	1,2