

<i>TRAINING PACKAGE : SIT07 Tourism, Hospitality and Events</i>				
<i>No</i>	<i>SCOPE OF WORK, INDUSTRY, SECTOR AND OCCUPATIONS/SKILLS INVOLVED</i>	<i>INDUSTRY IMPERATIVES FOR THE WORK</i>	<i>LIKELY QUALIFICATION LEVELS AFFECTED</i>	<i>TIMELINES FOR START OF WORK &amp; SUBMISSION TO NQC</i>
1.1	<p><b>Tourism</b></p> <p>The Tourism, Hospitality and Events Training Package is being reviewed over the next 12-18 months. The review of the 3 industries will be staggered, commencing with tourism, followed by hospitality, and events.</p> <p>The Tourism review covers:</p> <ul style="list-style-type: none"> <li>• Tourism</li> <li>• Travel</li> <li>• Guiding</li> <li>• Holiday Parks and Resorts</li> </ul> <p>Areas for consideration:</p> <ul style="list-style-type: none"> <li>• Career pathways for tourism and travel</li> <li>• Relationship between qualifications and job outcomes</li> <li>• Packaging rules, including core and elective configuration</li> <li>• Practical placements</li> <li>• Competency standards for leadership, business and innovation; eBusiness and eMarketing; customer service and sales; travel distribution; cruise ships</li> </ul> <p>The language used in the training package will also be reviewed to ensure that the training package is succinct but comprehensive.</p>	<p>Update the training package to reflect the current and anticipated requirements of industry.</p> <p>Ensure the training package is fit for purpose.</p>	<p>All 15 tourism qualifications and related units of competencies.</p> <p>All 68 cross-sector units.</p> <p>Additional units and qualifications may be developed as part of the review.</p>	<p>The majority of the drafting, consultation, and validation work activities are scheduled for the first half of 2011.</p> <p>The review training package will be submitted for endorsement in its entirety in 2012.</p>
1.2	<p><b>Tourism</b></p> <p>Quality Implementation activities, including:</p> <ul style="list-style-type: none"> <li>• Establishing the Right Way Program for Tourism</li> <li>• Developing implementation support materials, including the Tourism User Guide.</li> </ul> <p>Considerations for inclusion include:</p> <ul style="list-style-type: none"> <li>○ Support materials for practical placement</li> <li>○ Industry guidelines for</li> </ul>	<p>Service Skills' Quality Implementation Framework has been developed with the support and input of industry. It includes:</p> <ul style="list-style-type: none"> <li>• The Right Way Program, which provides industry recognition of quality facilities, trainers and assessors, and learning resources</li> <li>• The User Guide, which sets out industry views and expectations about how</li> </ul>		<p>Preparation for implementation will take place during the training package review.</p> <p>Information workshops and the introduction of the Right Way Program will occur once the reviewed training</p>

	<p>minimum learning and assessment hours</p> <ul style="list-style-type: none"> <li>○ Guidelines for VET in Schools</li> <li>○ Sample career pathways</li> </ul>	<p>training and assessment should occur in the Tourism, Hospitality and Events Training Package</p>		<p>package has been submitted for endorsement.</p>
1.3	<p><b>Hospitality</b></p> <p>Flexibility Policy - Business Case for Exception for 8 Hospitality qualifications</p>	<p>NQC mandated that all non-license/trade qualifications incorporate the flexibility policy by 31 December 2010, or for a business case for exception be submitted.</p> <p>A business case was submitted in November 2010, outlining the case for exception for 8 Hospitality qualifications.</p> <p>An amended business case must be submitted to NQC by 31 March 2011.</p>	<p>2x Certificate I in Hospitality, 4x Certificate IV in Hospitality, Diploma of Hospitality, Advanced Diploma of Hospitality</p>	<p>Amended business case to be submitted by 31 March 2011.</p>
1.4	<p><b>Hospitality</b></p> <p>The Hospitality review covers:</p> <ul style="list-style-type: none"> <li>● Asian Cookery</li> <li>● Catering Operations</li> <li>● Commercial Cookery</li> <li>● Patisserie</li> </ul> <p>Areas for consideration:</p> <ul style="list-style-type: none"> <li>● Qualification structure, including overlaps between qualifications and relationships between pre-requisite units</li> <li>● Skills sets</li> <li>● Assessment guidelines</li> <li>● Minimum service periods</li> </ul> <p>The language used in the training package will also be reviewed to ensure that the training package is succinct but comprehensive.</p>	<p>Update the training package to reflect the current and anticipated requirements of industry.</p> <p>Ensure the training package is fit for purpose.</p>	<p>All 17 hospitality qualifications and related units of competencies.</p> <p>Additional units and qualifications may be developed as part of the review.</p>	<p>The Hospitality review will commence in July 2011.</p> <p>Scoping, drafting, consultation, and validation activities will occur through to the first half of 2012.</p> <p>The review training package will be submitted for endorsement in its entirety in 2012.</p>
1.5	<p><b>Hospitality</b></p> <p>Quality Implementation activities, including:</p> <ul style="list-style-type: none"> <li>● Establishing the Right Way Program for Hospitality</li> <li>● Developing implementation support materials, including the Hospitality User Guide</li> </ul>	<p>Service Skills' Quality Implementation Framework has been developed with the support and input of industry. It includes:</p> <ul style="list-style-type: none"> <li>● The Right Way Program, which provides industry recognition of quality facilities, trainers and assessors, and learning</li> </ul>	-	<p>Preparation for implementation will take place during the training package review.</p> <p>Information workshops and the introduction of the Right Way</p>

		<p>resources</p> <ul style="list-style-type: none"> <li>The User Guide, which sets out industry views and expectations about how training and assessment should occur in the Tourism, Hospitality and Events Training Package</li> </ul>		<p>Program will occur once the reviewed training package has been submitted for endorsement.</p>
1.6	<p><b>Events</b></p> <p>The Events review covers:</p> <ul style="list-style-type: none"> <li>In-house events</li> <li>Conferences and exhibitions</li> <li>Multi-venue events</li> </ul> <p>Areas for consideration:</p> <ul style="list-style-type: none"> <li>Qualification structure, including mapping to AQF levels and overlaps between qualifications</li> <li>Career pathways</li> <li>Recognition of prior learning</li> </ul> <p>The language used in the training package will also be reviewed to ensure that the training package is succinct but comprehensive.</p>	<p>Update the training package to reflect the current and anticipated requirements of industry.</p> <p>Ensure the training package is fit for purpose.</p>	<p>All 3 Events qualifications and related units of competencies.</p> <p>Some cross-sector units may also be impacted.</p> <p>Additional units and qualifications may be developed as part of the review.</p>	<p>The Events review will commence in the first half of 2012.</p> <p>Scoping, drafting, consultation, and validation activities will occur through to mid-late 2012.</p> <p>The review training package will be submitted for endorsement in its entirety in 2012, after the Events review.</p>
1.7	<p><b>Events</b></p> <p>Quality Implementation activities, including:</p> <ul style="list-style-type: none"> <li>Establishing the Right Way Program for Events</li> <li>Developing implementation support materials, including the Events User Guide</li> </ul>	<p>Service Skills' Quality Implementation Framework has been developed with the support and input of industry, and includes:</p> <ul style="list-style-type: none"> <li>The Right Way Program, which provides industry recognition of quality facilities, trainers and assessors, and learning resources</li> <li>The User Guide, which sets out industry views and expectations about how training and assessment should occur in the Tourism, Hospitality and Events Training Package</li> </ul>	-	<p>Preparation for implementation will take place during the training package review.</p> <p>Information workshops and the introduction of the Right Way Program will occur once the reviewed training package has been submitted for endorsement.</p>

<p>1.8</p>	<p><b>VET Products for the 21<sup>st</sup> Century</b></p> <p>Prepare for the transition to the new streamlined training package design model.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Transitioning existing content into the new design model</li> <li>• Developing content for the new design model, e.g. foundation skill; range of condition; four Companion Volumes</li> </ul>	<p>The NQC VET Products for the 21<sup>st</sup> Century Report included a number of recommendations related to the simplification and streamlining of training packages.</p> <p>The new design model provides industry with an avenue to:</p> <ul style="list-style-type: none"> <li>• Describe workplace performance standards in simpler language, with less repetition and greater consistency throughout the package</li> <li>• Strengthen the assessment requirements, e.g. performance evidence, mandatory conditions for assessment (e.g. simulated workplace, existing workplace, online, RPL). The Assessment Strategies Guide Companion Volume allows industry to provide even more guidance on implementing the Assessment Requirements.</li> <li>• Use the Knowledge Guide Companion Volume to provide detailed knowledge requirements and resources, including information about the discipline, industry and applied knowledge.</li> </ul>	<p>All qualifications and units of competencies in the Tourism, Hospitality and Events Training Package.</p>	<p>Many aspects of the new streamlined model must be confirmed before the transition can take place. These include:</p> <ul style="list-style-type: none"> <li>• The NQC templates for several sections, including the Companion Volumes, are still being developed.</li> <li>• In addition, the proposed design model is being piloted in the first half of 2011. This may impact the final design model template.</li> <li>• Underpinning policy and processes need to be developed, e.g. Training Package Developers Handbook (or equivalent); quality assurance framework for the Companion Volumes.</li> </ul> <p>The transition work will commence once these underpinning</p>
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