

Training and assessment strategy

SIT20116 Certificate II in Tourism

Burnside State High School

TAS version: **31/05/2017**

Delivery period: 2017 – 2018

Approval School RTO training and assessment strategy			
School RTO name	Burnside State High School	QCAA number	229
Qualification code	SIT20116	National provider number	30245
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QCAA draft template as at October 2016

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About this template

Every qualification on an RTO's scope of registration must have documented training and assessment strategies and practices. As these must be current, the TAS must be a dynamic document, which is updated whenever strategies and practices change. Further, the TAS must be of an auditable standard, meaning that it contains verifiable information and meets the requirement of the *Standards for Registered Training Organisations (RTOs) 2015*. The TAS may be made available to students prior to enrolment, to enable students to make informed decisions about undertaking the training with the RTO.

Who should use it

This document has been provided by the Queensland Curriculum and Assessment Authority (QCAA) for use in Queensland school RTOs.

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Queensland school RTOs may use this document to assist with their quality assurance processes and systematic monitoring of RTO operations as outlined within the regulatory *Standards for Registered Training Organisations (RTOs) 2015*. These standards form part of the VET Quality Framework.

How to use it

Read through and customise the information in this TAS to represent the RTO's current policies and practices. The format is recommended, but not mandatory. Sections 1 to 4 may be provided direct to students to meet disclosure requirements. To complete the TAS, the following people will need to be involved: RTO Manager/s (RTOM), Principal, trainers/assessors and industry representatives.

Text in grey in the tables may be overwritten. Text in black is intended to remain but may be customised. Guidance and instructions are set in italics: these range from instructions to copy or match information in other sections, or to adjust the provided text as appropriate to the RTOs situation, to samples and notes.

- **Relevant standards:** Standard 1 relates to the training and assessment strategy and practices, but due to the overlapping nature of the standards, the TAS also contributes evidence for a number of other Standards. Each section of the TAS indicates which standards and clause/s apply. You can access the Standards at: www.comlaw.gov.au/Details/F2014L01377.
- **Industry relevance:** In Section 7, RTOs show that the TAS was developed through engagement with industry. Auditable-quality information on engagement, recommendations and resulting actions can be recorded here.
- **Assessment tools:** Register all assessment tools used to determine competency outcomes for this qualification in Section 8. Having a register of all assessment tools makes it easier to identify and select the assessment tools to validate, and contributes to systematic monitoring.
- **Systematic validation:** All RTOs must have a five-year validation plan that covers all qualifications on scope. Section 9 explains how to conduct the validation and record the outcomes and resulting actions. It has provision to record validation of up to 16 assessment tools with auditable-quality information to meet the requirements of Standards 1.9–1.11.
- **Systematic monitoring:** Sections 10 and 11 are checklists to provide evidence of systematic monitoring. Evidence that RTO management has a system for monitoring training, assessment and practices is an auditable requirement of the Standards. Checkboxes throughout the TAS allow for more specific monitoring evidence of practices.

Section 1 Program overview

1.1 National requirements			
School name	BURNSIDE STATE HIGH SCHOOL		
RTO ID	30245		
QCAA no.	229		
Qualification code	SIT20116		
Qualification title	CERTIFICATE II IN TOURISM		
Relevant standards	1.1–1.7, 1.8(a), 1.9–1.19, 1.26, 2.2, 5, 8.4		
Training package code	SIT		
Current release date	01/04/2016	Release number:	2
Training package title	Tourism, Travel and Hospitality Training Package		
National register	http://training.gov.au/Training/Details/SIT20116		
Companion volume	Enter the hyperlink to the companion volume/s (if relevant). vetnet.education.gov.au/Pages/TrainingPackages.aspx		
Qualification status	Current	<p><i>Note Standards 1.26b and 1.26a (extracts below).</i></p> <p>1.26 b) Where an AQF qualification is <i>no longer current and has not been superseded</i>, all [students'] training and assessment is completed and the relevant AQF certification documentation issued <i>within a period of two years</i> from the date the AQF qualification was removed or deleted from the National Register.</p> <p>1.26 a) Where a [qualification] on [the RTO's] scope of registration is <i>superseded</i>, all [students'] training and assessment is completed and the relevant AQF certification documentation is issued or [students] are transferred into its replacement, <i>within a period of one year</i> from the date the replacement [qualification] was released on the National Register.</p>	
Superseded, deleted, or no longer current date	N/A		
Latest date for student completion and AQF certification (Complete only if qualification status ≠ current)	N/A		
TAS development date	4/12/16	TAS expiry date	6/12/18
Date of latest industry engagement	July 2017	Date of validation	November 2017
Delivering and assessing information			
Developed for (Select one only)	Individual student/s <input type="checkbox"/>	If yes, name/s of student/s	
	OR Class cohort <input checked="" type="checkbox"/>	If yes, current number of students enrolled	27 Note: Both year 11 and year 12 classes form the cohort covered for this TAS. Each year level class is delivered by one of the Trainer / Assessors in section 5.

Total number of assessment tools for this qualification	20	Delivery period	
		Start	3/02/2017
		End	6/12/2018

1.2 Qualification		
Requirement	Packaging rules	Confirmed by RTOM
Qualification description and job roles	<p>This qualification reflects the role of individuals who have a defined and limited range of tourism operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision. This qualification provides a pathway to work in many tourism and travel industry sectors and for a diverse range of employers including travel agencies, tour wholesalers, tour operators, attractions, cultural and heritage sites, and any small tourism business.</p> <p>Work could be undertaken in an office environment where the planning of tourism and travel products and services takes place, in the field where products are delivered, or a combination of both.</p> <p>Possible job titles include:</p> <ul style="list-style-type: none"> ▪ documentation clerk for a tour wholesaler or travel agency ▪ museum attendant ▪ office assistant for a tour operator ▪ receptionist and office assistant for a professional conference organiser or event management business ▪ receptionist and office assistant in a travel agency ▪ retail sales assistant in an attraction ▪ ride attendant in an attraction. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Packaging rules	<p>The minimum requirements for achievement of the Certificate II in Tourism are completion of a minimum of Eleven (11) units of competency as described below:</p> <ul style="list-style-type: none"> • all of the four (4) core units of competency listed below • a minimum of seven(7) electives <p>http://training.gov.au/Training/Details/SIT20116</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.3 Delivery and assessment		
Requirement	Pre-enrolment information	Confirmed by RTOM
Entry requirements and reasonable adjustments (Adjust as appropriate)	<p>There are no formal qualification entry requirements. Entry requirements for this program include the student's agreement and ability to undertake the following:</p> <ul style="list-style-type: none"> • Demonstrate evidence of language, literacy and numeracy skills at the requisite ACSF level. • Attend and participate in scheduled training and assessment. • Comply with Burnside SHS RTO code of conduct requirements, directions on work, and health and safety matters. • A students' foundation skill level will be gaged through One School data profiles and consultations with learning support teachers prior to enrolment to check the suitability for this course against required ACSF level. • Any gaps with the foundation skills will be addressed during the training and assessment process with appropriate adjustments made when required. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Work Placement is an RTO requirement. Subject requires school resource to be paid to cover consumables during the delivery of the course. Students will be required to pay the subject fee set by school to cover costs of materials and printing.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM
	<p>Students may access subject information through: School website, senior curriculum guide, VET student induction handbook. Students may request adjustments through the trainer/assessor and/or RTO manager in conjunction with learning support teachers. Refer to VET Student Handbook and other electronic resources available at https://burnsideshs.eq.edu.au/Curriculum/VocationalEducation/Pages/VocationalEducation.aspx</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Mode of delivery (Adjust as appropriate)	<p>The mode of delivery includes any combination of the following:</p> <ul style="list-style-type: none"> • face to face in a simulated workplace environment for required performance and knowledge evidence • work experience in commercial work site — third party report (supplementary evidence) • online for some components of training for knowledge evidence • in a classroom ('off the job') for some components of training for knowledge evidence 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Delivery location (Adjust as appropriate)	<p>The delivery location is the principle place of business of the RTO. BURNSIDE STATE HIGH SCHOOL 51 BLAXLAND RD BURNSIDE QLD</p>	<p><i>If work experience is mandatory and travel to another location is required, this information must be included in Section 4.</i></p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Program duration (Adjust as appropriate)	<p>Total program duration is 2 years of delivery and assessment.</p>	<p><i>School RTOs may only deliver to students enrolled in a Queensland school in Years 10–12.</i></p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Amount of learning	<p>The 'amount of learning' identifies the notional duration of all activities required for the achievement of the learning outcomes of this program. The nominal volume of learning for this program is: <input type="checkbox"/> 1 year <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years. This includes:</p> <ul style="list-style-type: none"> • <input type="checkbox"/> 110 hours <input checked="" type="checkbox"/> 220 hours <input type="checkbox"/> 330 hours of scheduled training and assessment activity • one-on-one instruction as required • personal study time, either off the job or at home • additional language, literacy and numeracy training while enrolled and undertaking full-time school-based studies • online learning activities <p>Total amount of learning: <input checked="" type="checkbox"/> 600–1200 hours <input type="checkbox"/> 1200–2400 hours</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Learning resources	<p>There are sufficient learning resources, equipment and facilities to:</p> <ul style="list-style-type: none"> • enable students to meet the requirements for each unit of competency • support the number of students undertaking the training and assessment. <p>Learners in this cohort are school students. The school will schedule supervised training and assessment sessions based on the school timetable. Negotiation on support for students to develop the required skills and knowledge in addition to scheduled hours is available to students.</p> <ul style="list-style-type: none"> • Full details on accessing additional support are contained in the student handbook. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.3 Delivery and assessment		Confirmed by RTOM
Requirement	Pre-enrolment information	
Assessment resources (Adjust as appropriate)	<p>Assessments will be formative and conducted on the job, where skills, knowledge and understanding may be demonstrated in the simulated workplace environment. That is, assessment of knowledge and skills will be integrated with assessment of their practical application.</p> <p>Projects/tasks and work evidence will be progressively gathered by the assessor for units of competency until sufficient valid evidence is gathered to make assessment decisions on competency. Submission of written work is based on the performance requirements of the units of competency. Evidence of skills and knowledge will be gathered simultaneously.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Evidence-gathering conditions (Adjust as appropriate)	<ul style="list-style-type: none"> • Will be progressively gathered for groups of units simultaneously. • Methods will confirm consistency of performance over time and in a range of workplace-relevant contexts, rather than a single assessment event. • Will be by observation of relevant tasks with questioning on underpinning knowledge and, where applicable, training journals and reviews of work products/folios and third party reports. • Will be done under the specific assessment conditions required by the units 	<input type="checkbox"/> Yes <input type="checkbox"/> No
Work placement arrangements for students	<p>Students are expected to undertake work experience of a minimum of 5 shifts in a tourism-linked business; or a hospitality establishment</p> <p>Students are encouraged to volunteer or participate in locally organised events such as the Mooloolaba Triathlon and Ironman events.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Refer to VET Student Handbook and other electronic resources available at https://burnsideshs.eq.edu.au/Curriculum/VocationalEducation/Pages/VocationalEducation.aspx</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Third party arrangements (Adjust as appropriate)	<p>No services are delivered on behalf of the RTO.</p> <p><i>'Third party' means any party that provides services on behalf of the RTO, but does not include a contract of employment between an RTO and its employee.</i></p> <p><i>The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.</i></p> <p><i>The RTO must disclose to the student the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf.</i></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Educational and support services	<p>Learners in this cohort are school students.</p> <p>The RTO will schedule supervised training and assessment sessions based on the timetable. Students may negotiate support in addition to scheduled hours, to develop the required skills and knowledge.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Refer to VET Student Handbook and other electronic resources available at https://burnsideshs.eq.edu.au/Curriculum/VocationalEducation/Pages/VocationalEducation.aspx</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM
Early termination of program	<p>In the event that the RTO loses suitably qualified trainers and assessors and is unable to deliver this program:</p> <ul style="list-style-type: none"> students will be issued with a statement of attainment for any successfully completed units of competency any fees paid toward the program will be refunded on a pro rata basis. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Refer to VET Student Handbook and other electronic resources available at https://burnsideshs.eq.edu.au/Curriculum/VocationalEducation/Pages/VocationalEducation.aspx</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Transition	<p>This qualification's status on TGA is current at the time of this strategy's expected start date.</p> <p>If this qualification is superseded with a new version before the end of the expected duration of the program, then:</p> <ul style="list-style-type: none"> if practical, students will complete training and assessment and receive any appropriate certificates in the old qualification within 12 months of the release of the new version if this is not practical, students will transition to the new qualification within 12 months and complete their training and assessment in the new version within the expected duration of the program. Credit will be arranged for units completed and deemed as equivalent. <p>Note: Due to transition of some of the cohort from SIT12 to SIT16 the structure of the course was changed. This means some students have to complete an extra optional unit from the selection. This only effects the year 12, 2017 cohort.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.4 Certification		Confirmed by RTOM	
Requirement	Description		
Certificates and Statements of Attainment	<p>If a student is assessed as meeting the requirements of the qualification, and all agreed fees the student owes to the RTO have been paid, then within 30 calendar days of all conditions being met:</p> <ul style="list-style-type: none"> • an AQF certificate and record of results will be issued if the qualification in which the learner is enrolled is complete • a statement of attainment will be issued if the qualification in which the learner is enrolled is partially complete 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Credit arrangements	<p>Transitioning from an old version to a new version of a training product</p> <p>If the national register (training.gov.au) deems a superseded unit of competency to be equivalent to its new replacement, students may claim credit for a successfully completed superseded unit.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<p>If a student already holds a unit of competency</p> <p>If a student has a statement of attainment for a unit of competency and it has the same code as a unit of competency making up this program, the student may make a claim for a credit transfer.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Recognition of prior learning (RPL) arrangements	<p>Students may request recognition of prior learning (RPL) assessment. Students are advised of the opportunity to apply for RPL and, if requested, will be provided with an RPL document allowing them to provide verifiable details of prior learning. The evidence will be assessed for currency and against requirements of the units of competency, and an amended program strategy will be prepared, taking into account the student's prior learning.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<p>Refer to VET Student Handbook and other electronic resources available at https://burnsideshs.eq.edu.au/Curriculum/VocationalEducation/Pages/VocationalEducation.aspx</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Reissuing of Certificates and Statements of Attainment	<p>The RTO maintains an auditable-quality register of all AQF qualifications (including statements of attainment) issued and authorised to issue. The register contains sufficient information to identify correctly the holder of the qualification, the AQF qualification by its full title, and date of issue/award/conferral.</p>	<p><i>The Standards require compliance with the AQF Register and Issuance policies. All RTOs will:</i></p> <ul style="list-style-type: none"> • <i>Maintain an auditable-quality register of AQF qualifications issued (including Statements of Attainment), containing sufficient information to identify correctly</i> <ul style="list-style-type: none"> – <i>the holder of the qualification</i> – <i>the AQF qualification by its full title</i> – <i>date of issue/award/conferral.</i> • <i>have a policy that permits replacement of certification documentation.</i> • <i>be responsible for authentication and verification of any replacement certification documentation.</i> <p>http://www.aqf.edu.au/resources/aqf/</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>The RTO has a policy that permits the replacement of certification documentation, and maintains responsibility for authentication and verification of any replacement certification documentation.</p>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Refer to VET Student Handbook and other electronic resources available at https://burnsideshs.eq.edu.au/Curriculum/VocationalEducation/Pages/VocationalEducation.aspx</p>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.4 Certification		
Unique Student Identifier (USI)	The school RTO will not issue an AQF certificate, record of results or statement of attainment to a student without having a verified USI for that individual. The consequences of not providing the RTO with a USI have been explained to the student. Each student's USI will be recorded by the RTO in SLIMS before issuance of any AQF credentials.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	A student may access their training records and results (transcript) by accessing their USI account online from a computer, tablet or smart phone. For more information, see: http://usi.gov.au/Students/pages/default.aspx	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1.5 Reporting		
Requirement	Description	Confirmed by RTOM
Recording results (Adjust the first three points as appropriate)	<ul style="list-style-type: none"> Evidence-gathering tools are used as evidence of a student's progress toward competency. The interim outcome descriptors of 'Satisfactory' or 'Unsatisfactory' will be used on students' projects and evidence documents. Students may continue to submit evidence until they exit the program. Assessor may determine final outcomes for units of competency at any time, but only after sufficient valid evidence has been gathered and assessed and any pre-requisite units have been successfully completed. RTO management will record final outcomes (usually using the descriptors Competent, Not Competent, Credit Transfer, Superseded or Withdrawn) in Student Data Capture System (SDCS). All final outcomes must be entered into SDCS before the end of the last term of the VET program or immediately after a student exits the program. RTO management reports student enrolment data to QCAA within the first term of the student's commencement of the VET program. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Student profiles (Adjust the first two points as appropriate)	<ul style="list-style-type: none"> Student profiles are updated by the assessor and are accessible to students on request. Assessors update the profile to confirm an individual student's submission of evidence and record interim and final outcomes. RTO management uses final outcomes recorded in student profiles to update SDCS and/or SLIMS. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Projects and evidence-gathering instruments	<ul style="list-style-type: none"> All assessment activities, including projects and evidence-gathering tools, are identified by a code and listed in this document. A mapping document provides evidence of how assessment activities, projects and evidence-gathering tools meet the requirements for each unit of competency and are located in Trainer version of Project Task Sheets. 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Section 2 Core and elective components

List the units that are going to be delivered and assessed as part of this strategy. Engage with industry to confirm the relevance of elective units selected, and record this in Section 7.

Relevant standards: 1.1, 1.2, 1.4, 1.7, 1.8(a), 1.12, 3.5, Schedule 5

Note: A prerequisite unit may be delivered through an integrated approach with the secondary unit; it does not have to be fully completed before starting the secondary unit. However, to satisfy formal requirements, the prerequisite unit must be signed off prior to the secondary unit

Core and elective units being offered	Unit type	Pre-requisite unit required?
SITTIND001 Source and use information on the tourism and travel industry https://training.gov.au/Training/Details/SITTIND001	Core Unit	<input type="checkbox"/>
SITXCCS003 Interact with customers https://training.gov.au/Training/Details/SITXCCS003	Core Unit	<input type="checkbox"/>
SITXCOM002 Show social and cultural sensitivity https://training.gov.au/Training/Details/SITXCOM002	Core Unit	<input type="checkbox"/>
SITXWHS001 Participate in safe work practices https://training.gov.au/Training/Details/SITXWHS001	Core Unit	<input type="checkbox"/>
SITXCCS002 Provide visitor information https://training.gov.au/Training/Details/SITXCCS002	Listed Elective	<input type="checkbox"/>
BSBCMM201 Communicate in the workplace http://training.gov.au/Training/Details/BSBCMM201	Listed Elective	<input type="checkbox"/>
BSBSUS201 Participate in environmentally sustainable work practices http://training.gov.au/Training/Details/BSBSUS201	Listed Elective	<input type="checkbox"/>
SITXCOM001 Source and present information https://training.gov.au/Training/Details/SITXCOM001	Listed Elective	<input type="checkbox"/>
BSBITU201 Produce simple word processed documents http://training.gov.au/Training/Details/BSBITU201	Listed Elective	<input type="checkbox"/>
SITXCCS001 Provide customer information and assistance https://training.gov.au/Training/Details/SITXCCS001	Listed Elective	<input type="checkbox"/>
BSBITU203 Communicate electronically http://training.gov.au/Training/Details/BSBITU203	Listed Elective	<input type="checkbox"/>

Optional units and flexibility

Students have the option to apply for RPL or credit transfer options. This could result from competencies completed at another school/institution. Students may also request credit transfer for up to three units not being offered by RTO but by other providers, such as:

HLTAID003 Provide First Aid

SITHFAB002 Provide responsible Service of Alcohol

SITHFAB005 Prepare and serve espresso coffee

Students will only be required to complete 11 units Certificate II in Tourism provided they meet the packaging rules for this qualification.

Section 3 Program details

Use Section 3 to record an outline of the proposed learning program for this qualification. Provide a brief summary of each intended assessment activity, its duration and the units it is fully or partially drawn from. Also list the evidence-gathering tools to be used with each activity. Detailed mapping does not have to be recorded here. Update this section as you improve or change the program. Engage with industry to confirm the program's relevance and briefly summarise this in Section 7.

Before you start developing assessment tools, consider how learning and assessment are usually integrated, with assessment evidence being collected and feedback provided to the student throughout the learning and assessment process. Holistic training and assessment brings together a number of units of competency — relevant to the industry sector, workplace and job role — into a 'cluster' (group) that reflects actual workplace practices. Any units that relate to a job function can be combined, and assessment tools designed to gather evidence in an efficient and effective assessment process. Industry sees this approach as realistic and essential for both delivery and assessment.

Developing assessment tools

Use these four steps to develop your assessment tools.

1. Read through the units of competency making up the qualification to understand all their requirements. Make notes on any specific requirements like foundation skills not explicit in the performance criteria, assessment conditions and performance frequencies and knowledge evidence.
2. Develop and document a series of assessment activities that reflect the performance and knowledge demonstrated by a competent person in this industry. In the document describe the context of the activities and include clear and comprehensive instructions to the trainer, assessor and student. A casual reader of the activity document should easily identify what has to be done, when, where and to what standard. Summarise each of these assessment activities in Section 3.
3. Develop a set of evidence-gathering tools for each assessment activity. Include instructions to the assessor and student on how they are to be used. All assessment techniques basically fall into the following categories: direct observations of student activity, questions (written, online or direct verbal), and reviews of things a student produces (project work, folios, artefacts, online materials, services etc.). In addition, there may be third party written reports. List these assessment tools in Section 3.
4. Develop a single mapping or benchmarking tool to establish validity for all assessment tools identified in this TAS. It will indicate the relationship between the requirements of the unit/s of competency, the activities and evidence gathered. Record the unit/s for which partial or complete evidence will be gathered in Section 3.

When this qualification is due for validation ensure that Section 8 is completed and the assessment tools, including the mapping tool are available for validators.

Relevant standards: 1.1, 1.2, 1.3(c), 1.8, 2.1, 2.2, 5.2

Assessment project / activity / task (All codes and names must match Section 8)				
Project 1	SITPROJ1			
Estimated duration	8 weeks	Unit/s for which partial or complete evidence will be gathered (Record unit code and title only here)	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units.)	Evidence-gathering tool code
Description (summary)	Tourism: an introduction An introduction to the tourism and travel industry; and communicating electronically with others.	SITTIND001 Source and use information on the tourism and travel industry https://training.gov.au/Training/Details/SITTIND001 BSBITU203 Communicate electronically http://training.gov.au/Training/Details/BSBITU203	Observation checklist	<input checked="" type="checkbox"/> Task 3
			Questions checklist	<input checked="" type="checkbox"/> Task 1
			Review folio of work against specifications	<input checked="" type="checkbox"/> Task 2
Project 2	SITPROJ2			
Estimated duration	8 weeks	Unit/s for which evidence will be gathered	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)	Evidence-gathering tool code
Description (summary)	Tourism: an introduction An introduction to the tourism and travel industry; communicating electronically with others and an awareness of safety issues impacting the tourist industry and tourism workers.	BSBITU203 Communicate electronically http://training.gov.au/Training/Details/BSBITU203 SITXWHS001 Participate in safe work practices https://training.gov.au/Training/Details/SITXWHS001	Observation checklist	<input checked="" type="checkbox"/> Task 3
			Questions checklist	<input checked="" type="checkbox"/> Task 1
			Review folio of work against specifications	<input checked="" type="checkbox"/> Task 2
Project 3	SITPROJ3			
Estimated duration	18 weeks	Unit/s for which evidence will be gathered	Evidence-gathering techniques used (More than one technique must be	Evidence-gathering tool code

Assessment project / activity / task (All codes and names must match Section 8)					
			ticked for each unit or cluster of units)		
Description (summary)	Working with visitors Production of a range of appropriate tourism documents to use for serving customers with current and up to date information.	<i>BSBITU201 Produce simple word processed documents</i> http://training.gov.au/Training/Details/BSBITU201 <i>SITXCCS003 Interact with customers</i> https://training.gov.au/Training/Details/SITXCCS003 <i>SITXCCS001 Provide customer information and assistance</i> https://training.gov.au/Training/Details/SITXCCS001	Observation checklist	<input checked="" type="checkbox"/>	Task 2 Task 3
			Questions checklist	<input checked="" type="checkbox"/>	Task 1
			Review folio of work against specifications	<input checked="" type="checkbox"/>	Task 2
			Third party report	<input type="checkbox"/>	Supplementary evidence for SITXCCS003 Interact with customers
Project 4	SITPROJ4				
Estimated duration	Working in the Tourism Industry 8 weeks	Unit/s for which evidence will be gathered	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)	Evidence-gathering tool code	
Description (summary)	Working in the Tourism Industry Researching and presenting current tourism information to effectively meet visitor's needs.	<i>SITXCCS002 Provide visitor information</i> https://training.gov.au/Training/Details/SITXCCS002 <i>SITXCOM001 Source and present information</i> https://training.gov.au/Training/Details/SITXCOM001	Observation checklist	<input checked="" type="checkbox"/>	Task 3
			Questions checklist	<input checked="" type="checkbox"/>	Task 1
			Review folio of work against specifications	<input checked="" type="checkbox"/>	Task 2
Project 5	SITPROJ5				
Estimated duration	14 weeks	Unit/s for which evidence will be gathered	Evidence-gathering techniques used (More than one technique must be	Evidence-gathering tool code	

Assessment project / activity / task (All codes and names must match Section 8)					
			ticked for each unit or cluster of units)		
Description (summary)	Working with Visitors Researching and presenting current tourism information to effectively meet visitor's needs in a socially and culturally manner.	<i>SITXCCS002 Provide visitor information</i> https://training.gov.au/Training/Details/SITXCCS002 <i>SITXCOM002 Show social and cultural sensitivity</i> https://training.gov.au/Training/Details/SITXCOM002	Observation checklist	<input checked="" type="checkbox"/>	Task 3 Task 4
			Questions checklist	<input checked="" type="checkbox"/>	Task 1
			Review folio of work against specifications	<input checked="" type="checkbox"/>	Task 2
			Third party report	<input type="checkbox"/>	Supplementary evidence for SITCOM002 Show social and cultural sensitivity
Project 6	SITPROJ6				
Estimated duration	8 weeks	Unit/s for which evidence will be gathered	Evidence-gathering techniques used (More than one technique must be ticked for each unit or cluster of units)		Evidence-gathering tool code
Description (summary)	Domestic and Sustainable Tourism Developing an awareness of an acceptable and sustainable practices in the tourism work environment. Develop skills to effectively communicate in the workplace.	<i>BSBSUS201 Participate in environmentally sustainable work practices</i> http://training.gov.au/Training/Details/BSBSUS201 <i>BSBCMM201 Communicate in the workplace</i> http://training.gov.au/Training/Details/BSBCMM201	Observation checklist	<input checked="" type="checkbox"/>	Task 3
			Questions checklist	<input checked="" type="checkbox"/>	Task 1
			Review folio of work against specifications	<input checked="" type="checkbox"/>	Task 2

Section 4 Work experience

Use this section to outline any work experience arrangements. The RTO must disclose to the student before enrolment, in print or electronic copy, whether work experience is a requirement to successfully complete the qualification. Under the legislation, a work experience arrangement must be in writing, and 'must be made before the student starts a work experience placement' (*Education (Work Experience) Act 1996*, effective as of November 2014). Engage with industry to confirm the relevance of work experience and record this in Section 7.

Whether work experience is compulsory or not, are the following conditions met?

- Is there a written agreement between the work experience provider and the RTO?
- Will the work experience provider offer realistic workplace experience relevant to this program?
- Has the work experience provider agreed to complete written third party reports for each student?

Relevant standards: 1.1, 1.5, 1.6(a), 1.8, 2.1, 5.2, 8.5

On what basis is work experience provided?		Not provided (Go to Section 5.)	<input type="checkbox"/>
VET program/course requirement	<input type="checkbox"/>	Student wants work experience	<input type="checkbox"/>
RTO requirement	<input checked="" type="checkbox"/>	Optional	<input type="checkbox"/>

Business, company, or industry providing work experience opportunities for students			
Details of arrangements	Students' source work experience opportunity preferably in Tourism sector, or in appropriate Hospitality establishment. Purpose is to practice and support training and skills of providing information, assistance and service to customers. Students to complete Work Experience booklet and have employers sign off Third Party Report. A minimum of five days' work experience is preferred. Work experience is not part of assessment tools, but used as supplementary evidence or could be used in the event of a candidate missing practical assessment tools assessing customer skills.		
File location	G:\Coredata\Curriculum\SENIOR SCHOOL\VOCATIONAL EDUCATION\2017\Subjects\Certificate II in Tourism\Resources\work placement student diary		
Business name			
Contact name		Written agreement	<input type="checkbox"/>
Position		Realistic workplace experience	<input type="checkbox"/>
Phone/Mobile		Third party report	<input type="checkbox"/>
Email			
Business name			
Contact name		Written agreement	<input type="checkbox"/>
Position		Realistic workplace experience	<input type="checkbox"/>
Phone/Mobile		Third party report	<input type="checkbox"/>
Email			