



Employability Skills in Tourism, Travel and Events

based on the SIT12 Tourism, Travel and Hospitality
Training Package version 2

Effective from	2014
Date published	November 2013

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Published by Board of Studies NSW
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20130459

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Employability Skills¹ in the Tourism, Travel and Events Curriculum Framework

The Employability Skills build on and replace the Mayer Key Competencies which attempted to describe generic competencies for effective participation in work.

The Business Council of Australia (BCA) and the Australian Chamber of Commerce and Industry (ACCI), in consultation with other peak employer bodies, produced the *Employability Skills for the Future* report.

The report indicated that business and industry required a broader range of skills than the Mayer Key Competencies Framework provided and recommended the following eight Employability Skills:

- communication
- teamwork
- problem-solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology.

The report described how Employability Skills can be more appropriately described for particular occupational and industry contexts by sets of ‘facets’ or important work skills.

The following table contains the Employability Skills and facets identified in the report:

Table 1 Employability Skills

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
Communication that contributes to productive and harmonious relations across employees and customers	<ul style="list-style-type: none"> • listening and understanding • speaking clearly and directly • writing to the needs of the audience • negotiating responsively • reading independently • empathising • using numeracy effectively • understanding the needs of internal and external customers • persuading effectively • establishing and using networks

¹ Employability Skills is adapted from DIISRTE, *SIT12 Tourism, Travel and Hospitality Training Package*.

Table 1 cont/d

Skill	Facets
Communication cont/d	<ul style="list-style-type: none"> • being assertive • sharing information • speaking and writing in languages other than English
Teamwork that contributes to productive working relationships and outcomes	<ul style="list-style-type: none"> • working across different ages irrespective of gender, race, religion or political persuasion • working as an individual and as a member of a team • knowing how to define a role as part of the team • applying teamwork to a range of situations, eg planning and problem-solving • identifying the strengths of team members • coaching and mentoring skills, including giving feedback
Problem-solving that contributes to productive outcomes	<ul style="list-style-type: none"> • developing creative, innovative and practical solutions • showing independence and initiative in identifying and solving problems • solving problems in teams • applying a range of strategies to problem-solving • using mathematics, including budgeting and financial management to solve problems • applying problem-solving strategies across a range of areas • testing assumptions, taking into account the context of data and circumstances • resolving customer concerns in relation to complex project issues
Initiative and enterprise that contribute to innovative outcomes	<ul style="list-style-type: none"> • adapting to new situations • developing a strategic, creative and long-term vision • being creative • identifying opportunities not obvious to others • translating ideas into action • generating a range of options • initiating innovative solutions
Planning and organising that contribute to long and short-term strategic planning	<ul style="list-style-type: none"> • managing time and priorities – setting timelines, coordinating tasks for self and with others • being resourceful • taking initiative and making decisions • adapting resource allocations to cope with contingencies • establishing clear project goals and deliverables • allocating people and other resources to tasks • planning the use of resources, including time management • participating in continuous improvement and planning processes • developing a vision and a proactive plan to accompany it • predicting – weighing up risk, evaluating alternatives and applying evaluation criteria • collecting, analysing and organising information • understanding basic business systems and their relationships
Self-management that contributes to employee satisfaction and growth	<ul style="list-style-type: none"> • having a personal vision and goals • evaluating and monitoring own performance • having knowledge and confidence in own ideas and visions • articulating own ideas and visions • taking responsibility

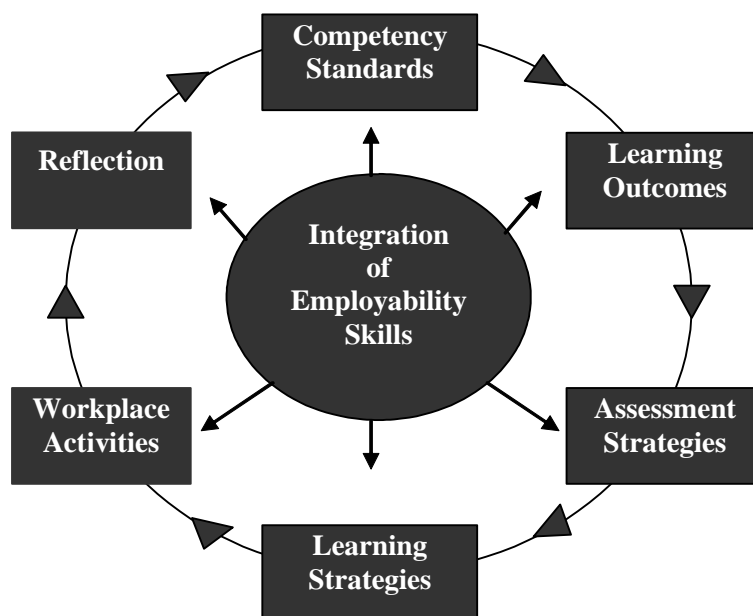
Table 1 cont/d

Skill	Facets
<p>Learning that contributes to ongoing improvement and expansion in employee and company operations and outcomes</p>	<ul style="list-style-type: none"> • managing own learning • contributing to the learning community at the workplace • using a range of mediums to learn – mentoring, peer support and networking, IT and courses • applying learning to technical issues (eg learning about products) and people issues (eg interpersonal and cultural aspects of work) • having enthusiasm for ongoing learning • being willing to learn in any setting – on and off the job • being open to new ideas and techniques • being prepared to invest time and effort in learning new skills • acknowledging the need to learn in order to accommodate change
<p>Technology that contributes to the effective carrying out of tasks</p>	<ul style="list-style-type: none"> • having a range of basic IT skills • applying IT as a management tool • using IT to organise data • being willing to learn new IT skills • having the OHS knowledge to apply technology • having the appropriate physical capacity

Employability Skills are essential features of each of the qualifications available in the Framework and therefore consideration must be given to the ways in which they can be addressed when designing learning activities and assessment instruments.

Delivery and assessment of Employability Skills²

Employability Skills are integral to workplace competency, and, as such, must be considered in the design, customisation, delivery and assessment of vocational education and training programs in an integrated and holistic way, as represented diagrammatically below.



This diagram describes factors to consider when integrating employability skills. These factors are: competency standards, learning outcomes, assessment strategies, learning strategies, workplace activities and reflection. These factors are of equal importance.

Employability Skills are embedded within each unit of competency, and an Employability Skills Summary is available for each qualification. These summaries capture the key aspects or facets of the Employability Skills that are important to the job roles covered by the qualification. Training providers must use Employability Skills information in order to design valid and reliable training and assessment strategies. This analysis could include:

- reviewing units of competency to locate relevant Employability Skills and determine how they are applied within the unit
- analysing the Employability Skills Summary for the qualification in which the unit or units are packaged to help clarify relevant industry and workplace contexts and the application of Employability Skills at that qualification outcome
- designing training and assessment to address Employability Skills requirements.

The Employability Skills Summaries for the qualifications available in the Framework are included in this document on pp 7–12.

The Department of Education, Science and Training (DEST) developed a resource to assist trainers and assessors ‘unpack’ the Employability Skills requirements contained in units of competency and integrate them into training and assessment practice. This resource is titled, [*Employability Skills: From Framework to Practice – An Introductory Guide for Trainers and Assessors*](#).

² DIISRTE, *SIT12 Tourism, Travel and Hospitality Training Package*

Employability Skills Summaries

SIT30112 Certificate III in Tourism

<i>Employability Skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
Communication	Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements and tourism products and services to ensure efficient service delivery; determining and interpreting customer preferences to sell proactively and persuasively; negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers in a culturally appropriate way to ensure a positive tourism experience.
Initiative and enterprise	Identifying and suggesting ways to improve sales, operational and service efficiency; generating and suggesting ideas for new or improved products.
Learning	Knowing own product knowledge and service skill strengths and weaknesses, being aware of opportunities to learn and participating in tourism industry professional development activities; seeking and sharing information with colleagues on new tourism trends, products, services and suppliers; coaching others in job skills.
Planning and organising	Collecting, analysing and organising customer and product information to plan for and deliver a positive service outcome for tourism customers; collecting and analysing information to meet the specific needs of the customer group; setting timelines, planning and organising own work flow to efficiently coordinate tourism sales, operational and service activities within deadlines; using predetermined policies and procedures to guide the planning and delivery of tourism products.
Problem-solving	Anticipating problems that may arise with sales, operational and service activities; mitigating problems by planning sales, operational and service activities; identifying and clarifying the extent of problems; taking responsibility for solving sales, operational and service issues; referring high-level problems to supervisors and participating in the solution; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.
Self-management	Understanding and following policies and procedures for legal compliance; organising own work priorities to sell, plan or deliver tourism products and services; taking responsibility for own job role in servicing the tourism customer and for resolving service difficulties; thinking about own work performance and seeking feedback and guidance on success in effectively servicing the needs of customers.
Teamwork	Working as a skilled team member to deliver the quality service goals of the tourism business; taking responsibility for own role in servicing the needs of customers; working collaboratively as a team member by giving and receiving instructions and providing feedback and assistance to other team members; providing guidance and instruction to assistant or trainee team members; showing social and cultural sensitivity to team members.

<i>Employability Skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
Technology	Understanding the operating capability of, selecting and using technologies that assist in planning and delivering tourism products such as computer systems and software, microphones, vehicles, navigation equipment, and recreational and entertainment equipment; correctly using equipment to manage personal safety in the workplace.

SIT30612 Certificate III in Events

<i>Employability Skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
Communication	Communicating with colleagues, customers and suppliers to participate in event planning processes; interpreting verbal and written event planning information to determine key work activities and priorities for planning and staging events; negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers and event staging team members to ensure efficient execution of events.
Initiative and enterprise	Identifying and suggesting ways to improve event operations and service efficiency; seeking information on new technologies and suggesting their use to supervisors; generating and suggesting creative ideas to improve event themes and formats.
Learning	Knowing own product knowledge and event planning skill strengths and weaknesses, being aware of opportunities to learn and participating in event industry professional development activities; seeking and sharing information with colleagues on new event trends, products, services and suppliers; coaching others in job skills.
Planning and organising	Collecting, analysing and organising customer, product, supplier and procedural information to efficiently participate in event planning processes; using event plans to guide all operational activities for specific events; setting timelines, planning and organising own work flow to meet event deadlines.
Problem-solving	Anticipating problems that may arise with event staging activities; mitigating problems by operational planning of event delivery; identifying and clarifying the extent of problems; taking responsibility for solving routine operational issues; referring high-level problems to supervisors and participating in the solution; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.
Self-management	Understanding and following policies and procedures for legal compliance; organising own work priorities to meet event plan requirements and deadlines; taking responsibility for own job role in event planning and delivery and for resolving routine operational difficulties; thinking about own work performance and seeking feedback and guidance on success in event planning and staging activities.
Teamwork	Working as a skilled team member to deliver the quality service goals of the events business; taking responsibility for own role in event planning and delivery processes; working collaboratively as a team member by giving and receiving instructions and providing feedback and assistance to other team members; providing guidance and instruction to assistant or trainee team members; showing social and cultural sensitivity to team members.

<i>Employability Skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
Technology	Understanding the operating capability of, selecting and using tools, equipment, computer systems, software and information systems that assist in event planning and operational activities; selecting and using the right personal protective equipment to manage personal safety in the workplace.

SIT31312 Certificate III in Travel

<i>Employability Skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
Communication	Communicating with colleagues, customers and travel product suppliers to plan the customer's travel itinerary; interpreting verbal and written information on travel product conditions; determining and interpreting customer preferences to sell proactively and persuasively; negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers in a culturally appropriate way to ensure a positive service experience.
Initiative and enterprise	Identifying and suggesting ways to improve sales, operational and service efficiency; generating and suggesting ideas for new or improved product and service options for the travel business.
Learning	Knowing own product knowledge, sales and service skill strengths and weaknesses, being aware of opportunities to learn and participating in travel industry professional development activities; seeking and sharing information with colleagues on new travel and tourism trends, products, services and suppliers; coaching others in job skills.
Planning and organising	Collecting, analysing and organising customer, product and supplier information to allow for effective selling and efficient coordination of travel product bookings; collecting and analysing information to meet the specific needs of the customer group; setting timelines, planning and organising own work flow to efficiently coordinate travel sales and operational activities within deadlines; using predetermined policies and procedures to guide the selling and booking processes.
Problem-solving	Anticipating problems that may arise with the customer's travel arrangements; mitigating problems by planning and booking appropriate travel itineraries that adhere to supplier conditions and customer requests; identifying and clarifying the extent of problems; taking responsibility for solving sales, operational or customer service issues; referring high-level problems to supervisors and participating in the solution; using discretion and judgement as well as predetermined policies and procedures to guide solutions to operational and service problems.
Self-management	Understanding and following policies and procedures for legal compliance; organising own work priorities to sell and coordinate bookings for travel products; taking responsibility for own job role in servicing the customer and for resolving service difficulties; thinking about own work performance and seeking feedback and guidance on success in effectively servicing the needs of travel customers.
Teamwork	Working as a skilled team member to deliver the quality service goals of the travel business; taking responsibility for own role in servicing the needs of customers; working collaboratively as a team member by giving and receiving instructions and providing feedback and assistance to other team members; providing guidance and instruction to assistant or trainee team members; showing social and cultural sensitivity to team members.

<i>Employability Skill</i>	<i>Industry/enterprise requirements for this qualification include:</i>
Technology	Understanding the operating capability of, selecting and using computer systems, software and information systems that assist in selling and coordinating bookings for travel products; correctly using equipment to manage personal safety in the workplace.