

# Training and assessment strategy

## SIT20322 Certificate II in Hospitality

Centenary Heights State High School

Approval School RTO training and assessment strategy			
<b>School RTO name</b>	Centenary Heights SHS	<b>QCAA number</b>	270
<b>Qualification code</b>	SIT20322	<b>National provider number</b>	30258
<b>RTO Manager</b>		<b>Principal</b>	
<b>Name</b>	Dave McMillan	<b>Name</b>	Darren Cook
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<b>Date</b>	10/10/2023	<b>Date</b>	11/10/2023

QCAA standardised training and assessment strategy document, updated March 2021

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# About this template

Every qualification on a registered training organisation's (RTO's) scope of registration must have documented training and assessment strategies and practices. This training and assessment strategy (TAS) document is a dynamic document that is updated whenever strategies and practices change. It must be of an auditable standard, containing verifiable information that meets the requirement of the *Standards for Registered Training Organisations (RTOs) 2015*.

## Who should use it

The Queensland Curriculum and Assessment Authority (QCAA) has provided this standardised document for use in Queensland school RTOs.

Other people or organisations who want to use QCAA materials must obtain permission, as stated in the QCAA copyright notice available from [www.qcaa.qld.edu.au/copyright.html](http://www.qcaa.qld.edu.au/copyright.html).

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

## How to use it

Customise the information in this TAS to represent the RTO's current policies and practices, involving RTO manager/s (RTOM), the Principal, trainers/assessors and industry representatives.

For all sections, replace sample or grey text with information representative of the RTO's ongoing practices. Follow the notes below to complete the TAS. Detailed guidance is provided in each section.

Section	Notes for completion
1 Program overview	All input fields must be amended to reflect current RTO policies and practices for the delivery of the qualification.
2 Core and elective components	Must always include sufficient units to be awarded a qualification. Optional delivery arrangements for units must be clearly explained in table 2.2.
3 Program assessment details	Must include the complete proposed learning program. This may be amended at any time.
4 Work experience	When work experience is a requirement, it is mandatory to enter a summary of the work experience arrangements.
5 Trainers and assessors	This checklist is a summary of information already held by the RTO supporting trainer and assessor suitability and must always be completed. Assessment-specific requirements must be clearly explained in the subsection.
6 Physical resources and environment	Must be a summary statement identifying access to assessment resources.
7 Industry engagement	All input fields must be populated. Engagement must include a meaningful summary of the industry representatives' comments and/or recommendations.
8 Register of assessment tools	Before validation, list and briefly describe the total population of assessment tools that were used to make judgments of competency for this qualification.
9 Systematic validation	Validation processes, arrangements, criteria and outcomes must be recorded.
10 TAS implementation checklist	Checklist must be used to confirm TAS is ready for implementation.
11 Systematic monitoring	Checklist and notes must be used at intervals determined by the RTO to confirm monitoring outcomes and actions.

# Section 1 Program overview

1.1 National requirements			
Qualification code	SIT20322		
Qualification title	Certificate II in Hospitality		
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	10/6/2022	Release number	1
Training package title	<i>Tourism, Travel and Hospitality Training Package</i>		
National register			
Companion volume			
Qualification status	Current	<p>Where a qualification is <b>no longer current and has not been superseded</b>, all students' training and assessment must be completed and the relevant AQF certification issued <b>within a period of two years</b> from the date the qualification was removed or deleted from the National Register.</p> <p>Where a qualification on the RTO's scope of registration is <b>superseded</b>, all students' training and assessment must be completed and the relevant AQF certification issued or students are transferred into its replacement <b>within a period of one year</b> from the date the replacement qualification was released on the National Register.</p>	
Superseded, deleted or no longer current date	Choose change of status date		
Latest date for student completion and AQF certification (Complete only if qualification status ≠ current)	Not applicable or choose date		
TAS has been developed through industry engagement	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (See Section 7)	Total number of proposed assessment tools for this qualification	13 (See Section 3)
Delivering and assessing information (Complete this remaining part of Section 1.1 only when the qualification is on scope)			
TAS implementation date (See Section 10)	22/01/2024	TAS monitoring date (See Section 11)	30/01/2024
Developed for: (Select one only)	<input type="checkbox"/> individual student/s	Name/s of individual student/s	
	<input checked="" type="checkbox"/> class cohort	Current number of students enrolled	61
A representative sample of assessment tools has been validated	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Pending (See Sections 8 & 9)	Delivery period for this cohort or individual Start End	22/01/2024 7/11/2025
RTO's Assessment and/or TAS policies and procedures have been followed when implementing this TAS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	RTO has checked other printed and electronic student information/data for compatibility with TAS	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## 1.2 Qualification

Requirement	Packaging rules	Confirmed by RTOM
<p><b>Qualification description and job roles</b></p>	<p>This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.</p> <p>This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.</p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>Packaging rules</b></p>	<p>12 units must be completed:</p> <ul style="list-style-type: none"> <li>▪ 6 core units</li> <li>▪ 6 elective units, consisting of: <ul style="list-style-type: none"> <li>▪ 1 unit from Group A</li> <li>▪ 3 units from Group B</li> <li>▪ 2 units from Group B, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.</li> </ul> </li> </ul> <p>The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

## 1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM
<b>General entry requirements</b> (Adjust as appropriate)	<p>There are no formal qualification entry requirements.</p> <p>Entry requirements for this program include the student's agreement and ability to undertake the following:</p> <ul style="list-style-type: none"> <li>• Demonstrate evidence of language, literacy and numeracy skills at the requisite ACSF level.</li> <li>• Attend and participate in scheduled training and assessment.</li> <li>• Participate in workplace tasks to employer expectations.</li> <li>• Be able to work in an industry environment and handle industry standard equipment.</li> <li>• Comply with the RTO code of conduct requirements, directions on work, and health and safety matters.</li> </ul> <p>The program will be delivered through class-based tasks that will simulate a specific industry environment. Students are required to seek their own local industry to complete work experience. Assistance can be given by the school to those students who have difficulty in finding their own work experience. Students already working in the industry (part-time work) are not required to complete additional work experience.</p> <p>A range of teaching and learning strategies will be used to deliver the competencies. These include:</p> <ul style="list-style-type: none"> <li>• practical selling activities/tasks</li> <li>• group cookery lessons (covered by textbook hire fees – paid yearly)</li> <li>• activities in simulated work environments</li> <li>• work placement — students doing this course will be expected to complete 12 service periods in local industry environments to gain experience</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Commonwealth or state regulations</b> (Add additional enquiries or adjust as appropriate)	Did enquiries have to be made concerning the need to meet a government regulation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Which government department was contacted?	Date of initial contact Example response: 29/10/2020
	What questions did the RTO ask?	Example response: <i>Some of our students do unpaid minor construction, maintenance and repair work at school as part of their competencies in CPC10120. Do they need a white card?</i>
		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

### 1.3 Delivery and assessment

Requirement	Pre-enrolment information		Confirmed by RTOM
	What answers did the department give?	Example response: <i>Students working on construction, installation and renovation services or maintaining and repairing buildings and other structures need to complete a general construction induction training course and be issued a white card by an authorised WHSQ RTO. They must keep the card on them whenever they are on site.</i>	
	What decisions did RTO management make?	Example response: <i>Principal approves requiring students obtain a white card for enrolment and participation in this qualification.</i>	
<b>Specific entry and/or completion requirements</b> (Adjust as appropriate)	Specific entry requirements exist <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Requirements to commence/complete some units within this qualification: <ul style="list-style-type: none"> <li>• successfully obtain a <b>Blue Card</b> (eligibility to work with children and young people) prior to engaging in activities with children under 18 years, <a href="http://www.bluecard.qld.gov.au/index.html">www.bluecard.qld.gov.au/index.html</a></li> <li>• successfully obtain a <b>White Card</b> (general construction induction card), <a href="http://www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-licences/what-licence-do-i-need/general-construction-induction/apply-for-a-general-construction-induction-card">www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-licences/what-licence-do-i-need/general-construction-induction/apply-for-a-general-construction-induction-card</a></li> <li>• <b>mandatory work experience</b> with an organisation or employer (this will include a minimum number of hours, e.g. hospitality service periods, structured volunteer program)</li> <li>• other (include details).</li> </ul> <b>Prior to enrolment the RTO has provided advice in print or electronically to students on participation requirements and application processes.</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Access and reasonable adjustments</b> (Adjust as appropriate)	<b>The RTO has advised students in print or electronically that reasonable adjustments may be available.</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No When appropriate, reasonable adjustments will be applied by the RTO to take into account the individual student's needs. Reasonable adjustments may include: <ul style="list-style-type: none"> <li>• accessible class rooms</li> <li>• note-taking support</li> <li>• course material in alternative formats — electronic, large print</li> <li>• use of laptop for assessments</li> <li>• an Auslan (Australian Sign Language) interpreter</li> <li>• extra time or extensions for assessments or alternative assessment tasks</li> <li>• ergonomic chair/desk</li> <li>• use of assistive technology</li> </ul>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## 1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM
	<ul style="list-style-type: none"> <li>other adjustments.</li> </ul>	
<b>Mode of delivery</b> (Adjust as appropriate)	<p>The mode of delivery includes any combination of the following:</p> <ul style="list-style-type: none"> <li>face-to-face in a simulated workplace environment for required performance and knowledge evidence</li> <li>work experience in commercial work site — third party report</li> <li>online for some components of training for knowledge evidence</li> <li>in a classroom ('off the job') for some components of training for knowledge evidence.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Delivery location</b> (Adjust as appropriate)	<p>Multiple delivery locations are used.</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Centenary Heights SHS 60 Ramsay Street Toowoomba</p> <p>Provide location details here for each site if more than one site is being used for training and assessment.</p>	<p>Locations of additional campuses where training or assessment services are provided.</p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Program duration</b>	<p>Total program duration for delivery and assessment is:</p> <p><input type="checkbox"/> 6 months <input checked="" type="checkbox"/> 1 year  <input checked="" type="checkbox"/> 2 years <input type="checkbox"/> 3 years</p> <p>Other: Qualification is achievable over either a 1 or 2-year period depending on the student's needs and capabilities.</p>	<p>This means that after the expiry of the program duration, no further assessment evidence will be accepted and no further training conducted.</p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Amount of training and volume of learning</b>	<p>The 'amount of training' relates to formal teaching and learning activities.</p> <p>The nominal amount of scheduled training for this program is:</p> <p><input type="checkbox"/> 55 hours <input type="checkbox"/> 110 hours <input checked="" type="checkbox"/> 220 hours  <input type="checkbox"/> 330 hours <input type="checkbox"/> 440 hours</p> <p>The 'volume of learning' identifies the notional duration of all activities required for the achievement of the learning outcomes of this program.</p> <p>The total volume of learning for this program is:</p> <p><input checked="" type="checkbox"/> 600–1200 hours (Certificate I and II)  <input type="checkbox"/> 1200–2400 hours (Certificate III and IV)</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Learning resources</b>	<p>There are sufficient learning resources, equipment and facilities to:</p> <ul style="list-style-type: none"> <li>enable students to meet the requirements for each unit of competency</li> <li>support the number of students undertaking the training and assessment.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



### 1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM
<b>Assessment resources</b> (Adjust as appropriate)	<ul style="list-style-type: none"> <li>Assessments will be formative and conducted so that skills, knowledge and understanding may be demonstrated in the simulated workplace environment. Assessment of knowledge and skills will be integrated with assessment of their practical application.</li> <li>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. Evidence of skills and knowledge will be gathered simultaneously.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Fee-paying students from other schools</b> (Adjust as appropriate)	<ul style="list-style-type: none"> <li>Students not enrolled with the school but seeking enrolment for this VET program delivered by the RTO may become fee-paying students. Where this is the case, students have been advised in writing or electronically.</li> <li>The fee for this program is: \$000.00</li> <li>The fee includes:                             <ul style="list-style-type: none"> <li>–</li> </ul> </li> </ul> <p><b>The RTO charges fees for students not enrolled with the school.</b></p> <input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Fee-paying students from the school</b> (Adjust as appropriate)	<ul style="list-style-type: none"> <li>Students enrolled with the school may have to pay fees for this VET program. Where this is the case, students have been advised in writing or electronically.</li> <li>The fee for this program is: \$85.00</li> <li>The fee includes:                             <ul style="list-style-type: none"> <li>– Course supplies and ingredients etc.</li> </ul> </li> </ul> <p><b>The RTO charges fees for students enrolled with the school.</b></p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Early termination or withdrawing from the program</b>  <b>Fee refund</b>	<p>In the event that the RTO loses suitably qualified trainers and assessors and is unable to deliver this program or students withdraw from the VET program:</p> <ul style="list-style-type: none"> <li>students will be issued with a Statement of Attainment for any successfully completed units of competency</li> <li>any fees paid toward the program will be refunded on a pro rata basis or as explained in the RTO refund policy.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p><b>The RTO has provided students with information in print or electronically concerning arrangements in the event of early termination or withdrawal from the program.</b></p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## 1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM															
<b>Evidence-gathering conditions</b> (Adjust as appropriate)	<ul style="list-style-type: none"> <li>• Will be progressively gathered for groups of units simultaneously.</li> <li>• Methods will confirm consistency of performance over time and in a range of workplace-relevant contexts, rather than a single assessment event.</li> <li>• 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.</li> <li>• Will be done under the specific assessment conditions required by the units.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No															
<b>Work placement requirements</b> (Adjust as appropriate)	<p><b>Work placement or experience.</b></p> <p>If required to satisfy the 12-service period requirement of SITHIND007 – Use hospitality skills effectively, students are to organise their own work experience requirements for this course in consultation with the Careers Office in C Block. Alternatively, if students are working in the hospitality industry, this will meet the requirements of the course.</p> <p><b>Work placement or experience is required for this program.</b></p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No															
<b>Notifiable third party arrangements</b> (Adjust as appropriate)	<table border="1"> <tr> <td>No services are delivered on behalf of the RTO.</td> <td> <input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No                     </td> </tr> <tr> <td>Some services are provided by a third party on behalf of the RTO.</td> <td> <input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No                     </td> </tr> <tr> <td>QCAA has been notified of the third party arrangement.</td> <td> <input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No                     </td> </tr> <tr> <td>A written agreement has been provided to QCAA.</td> <td> <input checked="" type="checkbox"/> Yes  <input type="checkbox"/> No                     </td> </tr> <tr> <td>Aurora Training Institute</td> <td></td> </tr> <tr> <td>32237</td> <td></td> </tr> <tr> <td>1300 936 864</td> <td></td> </tr> </table>	No services are delivered on behalf of the RTO.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Some services are provided by a third party on behalf of the RTO.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	QCAA has been notified of the third party arrangement.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	A written agreement has been provided to QCAA.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Aurora Training Institute		32237		1300 936 864		<ul style="list-style-type: none"> <li>• ‘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.</li> <li>• Where services are provided on the RTO’s behalf by a third party, the provision of those services must include a</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
No services are delivered on behalf of the RTO.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																
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## 1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM
	<p>Aurora Training Institute, to provide onsite training to Hospitality students in the unit of competency- SITHFAB002 Provide responsible service of alcohol and SITHGAM022 – Provide responsible gambling services.</p> <p>Additionally, students are also offered the opportunity to enrol in a Coffee Skill Set with Aurora where they will achieve:</p> <ul style="list-style-type: none"> <li>- SITHFAB021 – Prepare and serve espresso coffee</li> <li>- SITXFIN007 – Process Financial Transactions</li> <li>- SITXCCS014 – Provide service to customers</li> </ul>	<p>written agreement.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• When the RTO offers a qualification on its scope to students and in order to achieve the qualification the RTO requires students to undertake training for one or more units with a different RTO, this is considered a third party arrangement. Record the RTO's details and arrangements summary.</li> </ul>
<p><b>Educational and support services</b></p>	<ul style="list-style-type: none"> <li>• Learners in this cohort are school students in Years 10 to 12. 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.</li> <li>• Unmet educational needs of young persons aged 10–17 in the juvenile justice system — school RTOs within youth detention centres may deliver training and assessment to these students even if not in detention.</li> </ul> <p><b>The RTO delivers services to students in the juvenile justice system.</b></p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

### 1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM
<b>Transition</b>	<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"> <li>• 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</li> <li>• 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.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Requirement	Pre-enrolment information	Confirmed by RTOM
<b>Certificates and Statements of Attainment</b>	<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"> <li>• an <b>AQF certificate and record of results</b> will be issued if the qualification in which the learner is enrolled is complete</li> <li>• a <b>Statement of Attainment</b> will be issued if the qualification in which the learner is enrolled is partially complete.</li> </ul> <p>* unless there is a written agreement with students and parents that the RTO will issue certification on exit or request.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Unique Student Identifier (USI)</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• The consequences of not providing the RTO with a USI have been explained to the student.</li> <li>• Each student's USI will be recorded by the RTO in SLIMS or Student Management and reported to QCAA in the same year that the certification was issued.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>A student may access their training records and results (transcript) using their online USI account. For more information, see <a href="http://usi.gov.au/Students/pages/default.aspx">usi.gov.au/Students/pages/default.aspx</a></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Credit arrangements</b>	<p><b>Transitioning from an old version to a new version of a training product</b></p> <p>If the National Register (<a href="http://training.gov.au">training.gov.au</a>) deems a superseded unit of competency to be equivalent to its replacement, students may claim credit for a successfully completed superseded unit.</p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p><b>If a student already holds a unit of competency</b></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

## 1.3 Delivery and assessment

Requirement	Pre-enrolment information	Confirmed by RTOM
<b>Recognition of prior learning (RPL) arrangements</b>	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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<b>The RTO has advised students in print or electronically of RPL arrangements.</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Replacement of Certificates and Statements of Attainment</b>	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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	The RTO has a policy that permits the replacement of certification documentation and maintains responsibility for authentication and verification of any replacement certification documentation.	
	The Standards require compliance with the AQF Register and Issuance policies. All RTOs will: <ul style="list-style-type: none"> <li>maintain an auditable-quality register of AQF qualifications issued (including Statements of Attainment) containing sufficient information to identify correctly <ul style="list-style-type: none"> <li>the holder of the qualification</li> <li>the AQF qualification by its full title</li> <li>date of issue/award/conferral</li> </ul> </li> <li>have a policy that permits replacement of certification documentation</li> <li>be responsible for authentication and verification of any replacement certification documentation.</li> </ul> See <a href="http://www.aqf.edu.au/aqf-policies">www.aqf.edu.au/aqf-policies</a> .	
<b>The RTO has advised students either in print or electronically about arrangements and fees related to obtaining replacement AQF certification.</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

## 1.5 Reporting

Requirement	Pre-enrolment information	Confirmed by RTOM
<b>Recording results</b> (Adjust as appropriate)	<ul style="list-style-type: none"> <li>• RTO management records student enrolment data in QCAA approved software within the first term of the student's commencement of the VET program.</li> <li>• Evidence-gathering tools are used to make decisions about a student's progress toward competency.</li> <li>• The interim outcome descriptors of 'Satisfactory' or 'Unsatisfactory' will be used on students' projects and evidence documents.</li> <li>• Students may continue to submit evidence until they exit the program or the end of the program's duration period.</li> <li>• 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.</li> <li>• RTO management will record final outcomes (usually using the descriptors Competent, Not Competent, Credit Transfer, Superseded or Withdrawn) in Student Management software approved by QCAA.</li> <li>• All final outcomes must be entered into a QCAA approved software program before the end of the last term of the VET program or immediately after a student exits the program.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Student profiles</b> (Adjust as appropriate)	<ul style="list-style-type: none"> <li>• Student profiles are updated by the assessor and are accessible to students on request.</li> <li>• Assessors update the profile to confirm an individual student's submission of evidence and record interim and final outcomes.</li> <li>• RTO management uses final outcomes recorded in student profiles to update Student Management.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Projects and evidence-gathering instruments</b>	<ul style="list-style-type: none"> <li>• All assessment activities, including projects and evidence-gathering tools, are identified by a code and listed in this document.</li> <li>• A mapping document provides evidence of how assessment activities, projects and evidence-gathering tools meet the requirements for each unit of competency.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Data privacy and reporting</b>	<p><b>The RTO has provided students with information in print or electronically concerning privacy, use of personal data and reporting.</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> <li>• Students are informed that personal information will be collected and reported on their behalf.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Use of personal email addresses</b>	<p><b>The RTO has provided students with information in print or electronically concerning use of personal email addresses on assessment materials and evidence.</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> <li>• Agreed email addresses provide the same acknowledgment as a signature.</li> <li>• The RTO has recorded students and assessors email addresses.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## 1.5 Reporting

Requirement	Pre-enrolment information	Confirmed by RTOM
<b>Complaints</b>	<p><b>The RTO has advised students either in print or electronically that complaints received by the RTO will be acknowledged in writing and finalised as soon as practicable.</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> <li>• A complaint may involve the conduct of the RTO's officers, students or third-party service providers of the RTO.</li> <li>• Any RTO officer may receive a complaint verbally, in writing or electronically.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Appeals</b>	<p><b>The RTO has advised students either in print or electronically that all appeals received by the RTO will be acknowledged in writing and finalised as soon as practicable.</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> <li>• There are two types of appeals that can be lodged:             <ul style="list-style-type: none"> <li>– appeal of final assessment decision</li> <li>– appeal of any other RTO decision.</li> </ul> </li> <li>• Appeals must be submitted to the RTO in writing using the RTO's appeal form.</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Publicly availability</b> (Adjust as required)	<p>The complaints and appeals policy and procedure may be accessed via the publicly accessible school RTO website.</p> <p>For more information, see:  <a href="https://centheigshs.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/Career%20Pathways%20Resources/complaints-and-appeals-policy.pdf#search=complaints%20and%20appeals">https://centheigshs.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/Career%20Pathways%20Resources/complaints-and-appeals-policy.pdf#search=complaints%20and%20appeals</a></p>	<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.

2.1 Core and elective units being offered			
Enter the unit code and title Hyperlink to unit on TGA is recommended	Unit type	Pre-requisite unit required?	Potential higher risk unit
<a href="#">BSBTWK201</a> – Work effectively with others (c)	1	Core Unit	<input type="checkbox"/>
<a href="#">SITHIND006</a> – Source and use information on the hospitality industry. (c)	2	Core Unit	<input type="checkbox"/>
<a href="#">SITHIND007</a> – Use hospitality skills effectively (c)	3	Core Unit	<input type="checkbox"/>
<a href="#">SITXCCS011</a> – Interact with customers (c)	4	Core Unit	<input type="checkbox"/>
<a href="#">SITXCOM007</a> – Show social and cultural sensitivity (c)	5	Core Unit	<input type="checkbox"/>
<a href="#">SITXWHS005</a> – Participate in safe work practices (c)	6	Core Unit	<input type="checkbox"/>
<a href="#">SITXFSA005</a> – Use hygienic practices for food safety (Group A)	7	Group A	<input type="checkbox"/>
<a href="#">SITHKOP009</a> – Clean kitchen premises and equipment (Group B)	8	Group B	<input type="checkbox"/>
<a href="#">SITHCCC024</a> – Prepare and present simple dishes (Group B)	9	Group B	<input checked="" type="checkbox"/>
<a href="#">SITHFAB021</a> - Provide responsible service of alcohol (Group B)	10	Group B	<input type="checkbox"/>
<a href="#">TLIE0009</a> – Carry out basic workplace calculations	11	Group B	<input checked="" type="checkbox"/>
<a href="#">SITHCCC025</a> – Prepare and present sandwiches (Group B)	12	Group B	<input checked="" type="checkbox"/>

### 2.2 Optional units and flexibility

Additionally, the optional/flexible units are on offer for students via a 3<sup>rd</sup> Party Agreement with Aurora Training Institute.



SITHGAM022 can be delivered with the RSA as a package, and is included to provide flexibility specifically against TLIE0009 which some students have difficulty with.

The Coffee Skill Set below is also provided as an option to students. The coffee unit was previously included in our program and was very popular with students. However, due to trainer requirements, is no longer offered.

SITHGAM022 – Provide responsible gambling services	Group B	<input type="checkbox"/>
SITHFAB021 – Prepare and serve espresso coffee [Coffee Skill Set]	Group B	<input checked="" type="checkbox"/>
SITXFIN007 – Process Financial Transactions [Coffee Skill Set]	Group B	<input type="checkbox"/>

## 2.3 Higher risk units

<b>Do any units have potentially higher risks?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
When units of competency offered to students include potentially higher risks, the RTO has identified these units and conducted a documented risk assessment to mitigate risks, enable the activity to be conducted safely and comply with any state government regulations.	
<b>Has a risk assessment been conducted?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
A risk assessment may be conducted by the RTO even for lower risk units.	

The following table includes some potentially higher risk categories. This is not an exhaustive list.

Type of unit	Trainer/assessor might require one or more of the following:	Students might require one or more of the following:
Welding Chemicals Animals Vehicles First aid Chainsaws Coaching Construction Training minors Child care Aged care Quad bikes Retail/Sales Providing advice Edged equipment or tools	<ul style="list-style-type: none"> <li>Statement of attainment</li> <li>Trade certificate</li> <li>VET AQF certification</li> <li>Licences</li> <li>Verifiable evidence of currency</li> <li>First aid currency</li> <li>Industry recognised certificate</li> <li>White card</li> </ul> A high risk work licence	<ul style="list-style-type: none"> <li>Blue card</li> <li>White card</li> <li>Yellow card</li> <li>First Aid Statement of attainment</li> <li>Relevant level maturity</li> <li>Industry-specific training</li> <li>Work under a licenced supervisor</li> </ul>
Specific industry experience Hospitality Civil construction Sport and recreation Agriculture	<ul style="list-style-type: none"> <li>Verifiable details in staff profile to support length of time in industry relevant to the skills and knowledge requirements.</li> <li>Risk assessment evidence from the RTO</li> </ul>	<ul style="list-style-type: none"> <li>Ability to demonstrate skills in a specific environment/context.</li> </ul>



## Section 3 Program assessment details

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

Use this section 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, and list the evidence-gathering tools to be used. 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.

### 3.1 Developing assessment tools

Use these six 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 3.4.

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)
  - reviews of things a student produces (e.g. project work, folios, artefacts, online materials, services).

In addition, there may be third party written reports.

List these assessment tools in Section 3.4.

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 3.4.

5. Develop a student profile. Each student must have their own profile that has provision to record outcomes for units of competency. As a minimum the profile must include:
  - student and assessor identification
  - dates or date ranges for completions
  - all units of competency the student is enrolled in, including code and title of qualification
  - a relevant final outcome on exit, e.g. Competent, Not Competent, Credit Transfer, Recognition of Prior Learning (RPL), Withdrawn
  - name of RTO
  - student year level.

You may optionally include a relevant interim outcome while gathering evidence, e.g. sufficient/insufficient or satisfactory/unsatisfactory.

The final outcome is used when updating student management records. Outcomes are recorded toward the end of the program when the assessor is satisfied there is enough valid evidence.

6. 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.

## 3.2 Student work

The assessment tools may not result in the production of tangible student work. This should not concern validators or assessors. Competency-based assessment is substantially reliant on direct observation and questioning evidence being gathered while an assessment task is being undertaken.

The principle of validity includes the requirement that assessment of knowledge and skills is integrated with their practical application. Assessment by practical application results in assessment tools that may produce both tangible and intangible evidence of students' skills and knowledge. Observations and direct questions do not produce tangible evidence, whereas products, artefacts and folios do. Assessment tools producing both types of evidence should be validated.

For both types of evidence, validators must analyse the decision-making rules. The decision-making rules are the lists of observations, acceptable answers and product/artefact/folio specifications used by the assessors to make judgments on evidence that is seen, heard or produced.

### 3.3 Program details sample

## 3.4 Program details

3.4 Program details						
Project 1	Introduction to the Hospitality - G:\Coredata\Curriculum\VET\aaFaculty Folders\Cert II Hospitality (SIT20322)					
Estimated duration	10 weeks	Outcome type	<input type="checkbox"/> Interim <input checked="" type="checkbox"/> Final	Assessment tools mapped on separate document	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Assessment activity	Unit/s for which partial or complete evidence will be gathered			Evidence-gathering tools used	Tool code	
<p>Students will...</p> <ul style="list-style-type: none"> <li>Source and use information on the hospitality industry that describes the performance outcomes, skills and knowledge required to find and use current and emerging information on the hospitality industry. This includes industry structure, technology, laws and ethical issues specifically relevant to the hospitality industry.</li> <li>Use personal hygiene practice to prevent contamination of food. Follow organisation procedures to identify and control food hazards.</li> <li>Prepare and present a variety of sandwiches to meet industry standards.</li> </ul> <p>Evidence is recorded in the student profile as 'satisfactory' or 'unsatisfactory'. Final unit outcome will be awarded for all units.</p>	<ul style="list-style-type: none"> <li><b>SITHIND006 Source and use information on the hospitality industry</b></li> <li><b>SITXFSA005 Use hygienic practices for food safety</b></li> <li><b>SITHCCC025 Prepare and present sandwiches</b></li> </ul>			Observation checklist	<input checked="" type="checkbox"/>	HOSOBS1
				Questions checklist	<input checked="" type="checkbox"/>	HOSQUES1
				Review of product/service against specifications	<input checked="" type="checkbox"/>	HOSFOLIO1
				Review folio of work against specifications	<input checked="" type="checkbox"/>	HOSFOLIO1
				Third party report	<input type="checkbox"/>	
				Safety induction checklist	<input type="checkbox"/>	

### 3.4 Program details

Project 2 Customer Service - G:\Coredata\Curriculum\VET\aaFaculty Folders\Cert II Hospitality (SIT20322)						
Estimated duration	10 weeks	Outcome type	<input type="checkbox"/> Interim <input checked="" type="checkbox"/> Final	Assessment tools mapped on separate document	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Assessment activity		Unit/s for which partial or complete evidence will be gathered		Evidence-gathering tools used	Tool code	
<p>Students will...</p> <ul style="list-style-type: none"> <li>Participate in a range of opportunities designed to integrate a range of techniques when dealing with numerous sales, service or operational tasks simultaneously to meet the needs of multiple and diverse customers. It incorporates preparation, service and end of service tasks within hospitality.</li> <li>Show social and cultural sensitivity and describe the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. This requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.</li> <li>Conduct a range of workplace calculations, estimates and analyse graphical mathematical information</li> <li>Participate in customer complaints roleplays.</li> <li>Engage in a customer service-based team project demonstrating customer service and workplace calculation skills. This will involve the production of at least 3 high-tea boxes that will include sandwiches, sweets etc. which will be sold and delivered to customers. 2 of the 3 boxes must be sold to external customers.</li> </ul> <p>Evidence is recorded in the student profile as 'satisfactory' or 'unsatisfactory'. Final unit outcome will be awarded for all units.</p>		<ul style="list-style-type: none"> <li><b>SITXCCS011 - Interact with customers</b></li> <li><b>TLIE0009 – Carry out basic workplace calculations</b></li> <li><b>SITXCOM007 - Show social and cultural sensitivity</b></li> </ul>		Observation checklist	<input checked="" type="checkbox"/>	HOSOBS2
				Questions checklist	<input checked="" type="checkbox"/>	HOSQUES2
				Review of product /service against specifications	<input type="checkbox"/>	
				Review folio of work against specifications	<input checked="" type="checkbox"/>	HOSFOLIO2
				Third party report	<input type="checkbox"/>	
				Observation checklist	<input type="checkbox"/>	

### 3.4 Program details

Project 3 Prepare and present simple dishes - G:\Coredata\Curriculum\VET\aaFaculty Folders\Cert II Hospitality (SIT20322)						
Estimated duration	10 weeks	Outcome type	<input checked="" type="checkbox"/> Interim <input checked="" type="checkbox"/> Final	Assessment tools mapped on separate document	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Assessment activity	Unit/s for which partial or complete evidence will be gathered			Evidence-gathering tools used	Tool code	
<p>Student will: Prepare simple dishes; students must make something that is Baked, Deep Fried, Pasta, Poached Eggs, Salad, Sandwich.</p> <p>Students must garnish all food and make a dish at least once that is battered, coated, marinated and used the preparation of cleaning, peeling and slicing of raw foods.</p> <p>Additionally, the student will also need to demonstrate six different methods of cookery; baking, boiling, deep-frying, shallow frying, grilling, poaching or steaming. Within this folio, students also complete an incident report and OH&amp;S hazards lists</p> <p>Evidence is recorded in the student profile as 'satisfactory' or 'unsatisfactory'. Final unit outcomes will be awarded for <b>SITXWHS005</b>, <b>SITHCCC024</b> and <b>SITHKOP009</b> with interim outcomes awarded for SITHIND007 and BSBTWK201.</p>	<ul style="list-style-type: none"> <li>• <b>SITHCCC024 – Prepare and present simple dishes</b></li> <li>• <b>SITXWHS005 - Participate in safe work practices ('C)</b></li> <li>• <b>SITHKOP009 - Clean kitchen premises and equipment (Group B)</b></li> <li>• SITHIND007 - Use hospitality skills effectively ('C)</li> <li>• BSBTWK201 - Work effectively with others ('C)</li> </ul>			Observation checklist	<input checked="" type="checkbox"/>	HOSOBS3
				Questions checklist	<input checked="" type="checkbox"/>	HOSQUES3
				Review of product /service against specifications	<input checked="" type="checkbox"/>	<b>HOSFOLIO3</b>
				Review folio of work against specifications	<input checked="" type="checkbox"/>	HOSFOLIO3
				Third party report	<input type="checkbox"/>	
				Safety induction checklist	<input type="checkbox"/>	
				Review of product/service against specifications	<input type="checkbox"/>	
				Third party report	<input type="checkbox"/>	
				Safety induction checklist	<input type="checkbox"/>	



### 3.4 Program details

Project 4 Working in Hospitality Industry - G:\Coredata\Curriculum\VET\aaFaculty Folders\Cert II Hospitality (SIT20322)					
Estimated duration	(12 Service Periods) Occurs outside of school hours over the duration of the course according to student organisation	Outcome type	<input type="checkbox"/> Interim <input checked="" type="checkbox"/> Final	Assessment tools mapped on separate document	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Assessment activity	Unit/s for which partial or complete evidence will be gathered		Evidence-gathering tools used	Tool code	
<p>The delivery of Project 4 is flexible across the duration of the course.</p> <p>Students are to complete a minimum of 12-service periods which will incorporate use of hospitality skills effectively and work effectively with others. The completion of these service periods is verified through a 3<sup>rd</sup> Party Report.</p> <p>Additionally, students will attend a training workshop with an external RTO, Aurora Training Institute, to achieve the unit of competency, SITHFAB002- Provide responsible service of alcohol and possibly other additional flexible units depending on student need and interest. This includes SITHGAM022, SITHFAB025 and SITXFIN007. Credit transfer/s will be granted to the student once they have successfully completed this unit of competency/ies. This is supported with by a <b>Third-Party Agreement with Aurora Training Institute.</b></p> <p>Evidence is recorded in the student profile as 'satisfactory' or 'unsatisfactory'. Final unit outcomes awarded for <b>SITHIND007 and BSBTWK201, SITHFAB021 and SITHGAM022 SITHFAB025 and SITXFIN007. (if undertaken)</b></p>	<ul style="list-style-type: none"> <li>• <b>SITHIND007 - Use hospitality skills effectively ('C)</b></li> <li>• <b>BSBTWK201 - Work effectively with others ('C)</b></li> <li>• <b>SITHFAB021 – Provide responsible service of alcohol (Group B)</b></li> </ul> <p><b>Plus additional optional units students may complete</b></p> <ul style="list-style-type: none"> <li>• <b>SITHGAM022 – Provide responsible gambling services (Group B)</b></li> <li>• <b>SITHFAB025 – Prepare and serve espresso coffee (Group B)</b></li> <li>• <b>SITXFIN007 – Process financial transactions (Group B)</b></li> </ul>		Observation checklist	<input type="checkbox"/>	
			Questions checklist	<input checked="" type="checkbox"/>	HOSQUES4
			Review of product/service against specifications	<input type="checkbox"/>	
			Review folio of work against specifications	<input checked="" type="checkbox"/>	HOSFOLIO4
			Third party report	<input checked="" type="checkbox"/>	HOS 3 <sup>rd</sup> Party Report
			Third party Arrangement for unit of competency Provide responsible service of alcohol and Provide responsible	<input checked="" type="checkbox"/>	HOS 3 <sup>rd</sup> Third Party Agreement

### 3.4 Program details

		gambling services		
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