#### CONFIRMATION OF TOURISM INDUSTRY WORK PLACEMENT

The following information pertains to the specified Teacher undertaking an 'Industry Placement' within our organisation. The visit consisted of a minimum of **6 hours** and included the Teacher either participating in, observing, or assisting with the operations of the organisation. The intention of this visit is for the specified Teacher to maintain the currency of their tourism industry skills and knowledge, including their understanding of industry specific standards and practices for the Binnacle Training Program they are delivering. The expected outcome of the activity is for the Teacher to <u>identify current organisational procedures, current trends, new industry requirements for work standards/performance and the associated industries compliance requirements.</u>

Your goal is to learn from industry what your students need to know to be well equipped to work in the industry.

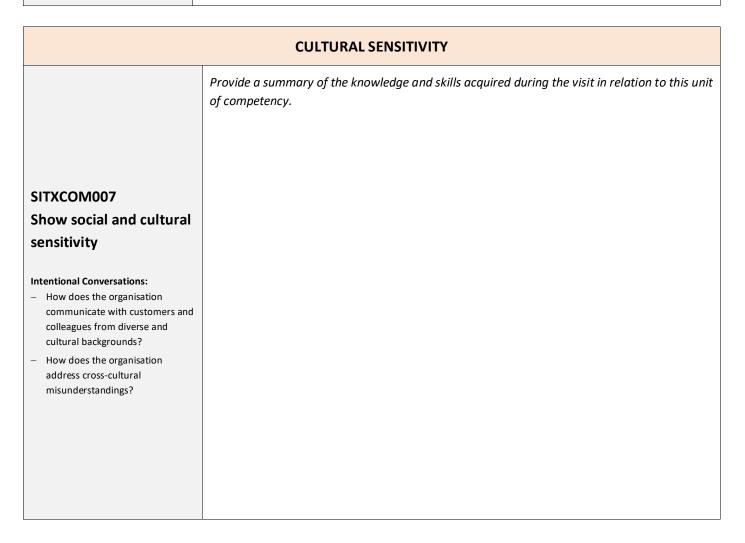
#### Select the applicable industry category for this visit:

Tourism Tours	Hotels/Resorts/Tourist Park	Theme Parks	Museum/Gallery/Arts
Travel Agents	Tourist Attractions	Adrenaline/Adventure Sport	Festivals and Events
Travel Expo & Conventions	Eco Tourism Organisations/ Parks	Major Transport Organisations	Hospitality and Catering Venue

Teacher Name				
Date and Time of Industry Workplace Visit	Date			
(1 day = 6 hours)	Start Time		Finish Time	
Role during the Industry	Select (tick) the most relevant category:			
Placement	Observer	Assistant		Participant
Brief Summary of the Organisation and Activities.				



	Topics and alignment to units of competency to be covered during the Industry Placement:			
	ТОРІС	UNIT OF COMPETENCY		
SIT20122 Certificate II in Tourism	Cultural Sensitivity	SITXCOM007 - Show social and cultural sensitivity		
	Visitor Information	SITXCOM008 - Provide a briefing or scripted commentary SITXCCS010 - Provide visitor information		
	WHS	SITXWHS005 - Participate in safe work practices		
	Source industry information	SITTIND003 - Source and use information on the tourism and travel industry SITXCOM006 - Source and present information		
	Events	CUAEVP211 - Assist with the staging of public activities or events		
	Customer Service	SITXCCS009 - Provide customer information SITXCCS011 - Interact with customers		
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### **VISITOR INFORMATION**

SITXCOM008 Provide a briefing or scripted commentary + SITXCCS010 Provide visitor information Netentional Conversations: - In what situations are briefings and scripted commentaries used? - How does the organisation identify specific information and assistance needs for visitors? - Where do you source local information from to present to visitors?	Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.
visitor feedback?	
	WHS
SITXWHS005 Participate in safe work practices Intentional Conversations: - What are some typical WHS issues the organisation may face? - What practices do they administer for ongoing consultation, training employees and reporting issues and concerns?	Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.



SOURCE INDUSTRY INFORMATION			
SITTIND003 Source and use information on the tourism and travel industry + SITXCOM006 Source and present information	Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.		
<ul> <li>Intentional Conversations:</li> <li>What are the main information sources used by the organisation to keep up to date and current in their industry?</li> <li>What are the current and emerging technologies in the industry?</li> <li>How do you implement these into your organisation?</li> </ul>			

**EVENTS** 

Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.

### CUAEVP211 Assist with the staging of public activities or events

Intentional Conversations:

- What type of public events does the organisation host?
- What are some typical roles and how are they managed?
- What are some typical event specific documentation requirements?



### **CUSTOMER SERVICE**

SITXCCS009 Provide customer information + SITXCCS011 Interact with customers	Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency.
<ul> <li>Intentional Conversations:</li> <li>How does the organisation communicate information about its products, services, facilities to its customers?</li> <li>How does the organisation seek feedback? How do they report, record and present and action the feedback?</li> <li>What are the organisation's main methods of customer service?</li> <li>What are some typical customer service complaints/problems and how are these handled?</li> </ul>	

Supervisor Name	Supervisor Position
Organisation Name	
Address	
Phone	Email
Organisation Web or Social Media Address	

*I am aware that Binnacle Training may contact the above organisation to confirm the validity of the information provided.* 

Supervisor Signature	Date	
Supervisor Comments/ Feedback		