



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 identify current organisational procedures, current trends, new industry requirements for work standards/performance and the associated industries compliance requirements.

The goal is to update your knowledge of the Tourism industry to enhance your training to equip your students to be able to successfully work in the industry.

Select the most applicable industry category for this visit:

- | | | |
|------------------------------|----------------------------------|---------------------------------|
| Travel Agent | Tourist Attractions / Theme Park | Hospitality / Catering Venue |
| Major Transport Organisation | Tourism Tour Provider | Festivals and Event Provider |
| Visitor Information Centre | Eco Tourism Organisation / Park | Hotels / Resorts / Tourist Park |

Teacher Name			
Date and Time of Industry Workplace Visit (1 day = 6 hours)	Date		
	Start Time		Finish Time
Role during the Industry Placement	Select the most relevant role: Observer Assistant Participant		
Provide a brief summary of the organisation and activities that occurred as part of the visit.			



SIT20122 Certificate II in Tourism	Topics and alignment to units of competency to be covered during the Industry Placement:	
	TOPIC	UNIT OF COMPETENCY
	1. Cultural Sensitivity	SITXCOM007 - Show social and cultural sensitivity
	2. Visitor Information	SITXCOM008 - Provide a briefing or scripted commentary SITXCCS010 - Provide visitor information
	3. WHS	SITXWHS005 - Participate in safe work practices
	4. Source industry information	SITTIND003 - Source and use information on the tourism and travel industry SITXCOM006 - Source and present information
	5. Events	CUA EVP211 - Assist with the staging of public activities or events
	6. Customer Service	SITXCCS009 - Provide customer information SITXCCS011 - Interact with customers

1. CULTURAL SENSITIVITY	
SITXCOM007 Show social and cultural sensitivity Intentional Conversations: <ul style="list-style-type: none"> - How does the organisation communicate with customers and colleagues from diverse and cultural backgrounds? - How does the organisation address cross-cultural misunderstandings? 	<i>Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency. Also address any key findings from the intentional conversations.</i>



2. VISITOR INFORMATION

SITXCOM008

Provide a briefing or scripted commentary

+

SITXCCS010

Provide visitor information

Intentional 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?
- How does the organisation seek visitor feedback?

Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency. Also address any key findings from the intentional conversions.

3. 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. Also address any key findings from the intentional conversions.



4. SOURCE INDUSTRY INFORMATION

SITTIND003
Source and use information on the tourism and travel industry
+
SITXCOM006
Source and present information

Intentional Conversations:

- What are the main information sources used by the organisation to keep up to date and current in their industry?
- What are the current and emerging technologies in the industry?
- How do you implement these into your organisation?

Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency. Also address any key findings from the intentional conversions.

5. EVENTS

CUA EVP211
Assist with the staging of public activities or events

Intentional Conversations:

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

Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency. Also address any key findings from the intentional conversions.



6. CUSTOMER SERVICE

SITXCCS009
Provide customer information
+
SITXCCS011
Interact with customers

- Intentional Conversations:**
- How does the organisation communicate information about its products, services, facilities to its customers?
 - How does the organisation seek feedback? How do they report, record and present and action the feedback?
 - What are the organisation's main methods of customer service?
 - What are some typical customer service complaints/problems and how are these handled?

Provide a summary of the knowledge and skills acquired during the visit in relation to this unit of competency. Also address any key findings from the intentional conversions.

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

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

Supervisor Signature		Date	
Supervisor Comments / Feedback			

Please submit this form by uploading into the 'Industry' Tab of your Tourism VCU.