Facilities and Equipment Checklist

Qualification:	SIT20122 - Certificate II in Tourism (Release 1)		
School:			
Reviewed by:		**Date:**	

Qualification Description

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, holiday parks and resorts, attractions, cultural and heritage sites, and any small tourism business.

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, in performing operational activities such as housekeeping, grounds maintenance and providing customer service, or a combination of these.

Instructions

Review and select the units being undertaken in this qualification.

Note:

- *If an alternative unit is selected that has not been listed, please contact AIET.*
- *Teachers and students must have access to digital devices for the purposes of capturing photographic or video evidence. This may be students' personal devices according to relevant school policy, or provided by the school.*

Tick all relevant units being delivered:	Units	
Core Units		
✓	SITTIND003	Source and use information on the tourism and travel industry
✓	SITXCCS009	Provide customer information and assistance
✓	SITXCCS011	Interact with customers
✓	SITXCOM007	Show social and cultural sensitivity
✓	SITXWHS005	Participate in safe work practices
Elective Units (tick all that apply)		
☐	SIRXPDK001	Advise on products and services
☐	SITXCCS010	Provide visitor information
☐	CUAEVP211	Assist with the staging of public activities or events
☐	SITXCOM008	Provide a briefing or scripted commentary
☐	SITTTVL001	Access and interpret product information
☐	BSBCMM211	Apply communication skills
☐	BSBTWK201	Work effectively with others
☐	SITXCOM006	Source and present information
☐	BSBTEC201	Use business software applications

SAMPLE

☐	SITXFIN007	Process financial transactions
☐	SITHFAB021	Provide responsible service of alcohol
☐	SITHFAB025	Prepare and serve espresso coffee
☐	SITXFSA005	Use hygienic practices for food safety

SAMPLE

Instructions

Review the equipment requirements for the qualification. Notes on equipment in place can be included in the Notes/Details column Where possible photos should be taken to be submitted with this checklist.

- Table 1: All items in Table 1 must be checked as available
- Table 2: Please provide information related to all elective units being delivered.

Resources unavailable:

Where the resources do not meet all the assessment conditions listed in the checklist, please note the Action Plan in place for how the requirement will be addressed. (i.e., request to alter elective units in training, arrange for students to be trained and assessed at another facility for all or part of training, equipment being ordered, installation pending etc.)

If appropriate arrangements are not able to be made, please contact AIET on Ph 03 9387 2051 or info@aiet.edu.au

Table 1: Equipment/Resources required for *all* units in this qualification:

Please ensure that all items listed below are available at your school in order to deliver this qualification.

Equipment requirements	Notes/Action Plan	AIET Office Use Verified
<EXAMPLE> *Safety procedures including but are not limited to, one or more of:* ☐ *PPE* ☐ *Handling, labelling and storing hazardous material and equipment in accordance with labels, MSDS, manufacturer instructions and workplace procedures and regulations, emergency response procedures* ☐ *Cleaning and/or decontamination of equipment* ☐ *machinery guards* ☐ *signage, barriers, service isolation tags, traffic control and flashing lights, lockout and tag-out procedures*	***<EXAMPLE>*** *Isolation tags on order.* *No flashing lights installed in school lab,, when required we will simulate these with borrowed equipment from production*	***<EXAMPLE>*** *<e.g. photo)>* *<e.g. sighted>*
☐ Access to a reliable internet connection and a computer/workstation and research resources		

SAMPLE

Table 2: Equipment/Resources required for *individual* units in this qualification:

The units listed below are only units that require additional resources that are not covered in the Table 1 above.

Unit Code and Title	Equipment requirements	Notes/Action Plan	AIET Office Use Verified
Core Units			
SITTIND003 Source and use information on the tourism and travel industry	Additional resources must include: ☐ Printers, communication technology and information programs ☐ Information on codes of conduct, membership and benefits distributed by: • industry associations • accreditation operators • unions ☐ Plain English documents issued by government regulators that describe laws specifically relevant to the tourism industry: • Criminal Code Act 1995 for child sex offences outside Australia • Queensland Tourism Services Act 2003 ☐ Experienced industry personnel, colleagues or suppliers with whom the individual can interact to obtain current industry information; these can be: • industry personnel, colleagues or suppliers within a workplace; or • individuals who participate in role plays or simulated activities set up for the purpose of assessment		
SITXCCS011 Interact with customers	Additional resources must include: ☐ Organisational policies and procedures relating to: • customer service standards • designated response times • presentation standards • dealing with customer problems • recording and reporting customer feedback		
SITXWHS005	Additional resources must include:		

SAMPLE

Unit Code and Title	Equipment requirements	Notes/Action Plan	AIET Office Use Verified
Participate in safe work practices	☐ Current plain English regulatory documents distributed by the local WHS government regulator ☐ Codes of practice and standards issued by government regulators or industry groups ☐ WHS information and business management manuals issued by industry associations or commercial publishers ☐ Current commercial policies, procedures and template documents used for managing WHS practices		
SITXCOM007 Show social and cultural sensitivity	Additional resources must include: ☐ Current organisational anti-discrimination policies ☐ Plain English documents issued by government regulators that provide information on anti-discrimination laws		
SITXCCS009 Provide customer information and assistance	Additional resources must include: ☐ sources of information on facilities, products and services ☐ organisational specifications for customer service standards		
Elective Units			
SIRXPDK001 Advise on products and services	Additional resources may include: ☐ A product or service range ☐ Sources of product information ☐ Relevant documentation: • current plain English regulatory documents distributed by government regulators outlining factors that impact provision of information for the product or service range • price lists • organisational policies and procedures relevant to product and service advice		

SAMPLE

Unit Code and Title	Equipment requirements	Notes/Action Plan	AIET Office Use Verified
CUAEVP211 Assist with the staging of public activities or events	Additional resources must include: ☐ a location in which public events or activities take place ☐ a public activity or event on which the candidate can work ☐ organisation policies and procedures ☐ workplace instructions		
SITHFAB021 Provide responsible service of alcohol	Additional resources may include: ☐ Measures used to serve standard drinks or samples ☐ Organisation specifications and signage such as: • signs that comply with wording required by legislation • standard promotional signs issued by the relevant state or territory licensing authority • warning notices within any form of advertising • information and plain English fact sheets distributed by government regulators and industry bodies ☐ Industry-realistic range of customers to whom alcohol is sold or served; these can be: • customers in an industry workplace during the assessment process; or • individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation		
SITHFAB025 Prepare and serve espresso coffee	Additional resources may include: ☐ Fixtures and large equipment: ☐ Workstation with industry current commercial grade espresso machine and coffee grinders ☐ Bins or knock boxes for used coffee grounds ☐ Storage bins ☐ Small equipment: • blind or blank filter basket, cleaning brushes, colour coded cleaning cloths, flat edge implement for levelling off dosed filter basket ☐ Measuring equipment:		

SAMPLE

Unit Code and Title	Equipment requirements	Notes/Action Plan	AIET Office Use Verified
	• stopwatch or timer, thermometer, milk foaming jugs, napkins, powder shakers, service trays, spoons and stirrers, straws, service-ware for different types of coffee beverages: ☐ Cups: espresso and standard • saucers, mugs, glasses, take-away coffee cups and lids, take-away cardboard trays, tamp mats, tampers ☐ Commercial range of coffee beans, ground coffee and other ingredients and accompaniments ☐ Organisational specifications: • equipment manufacturer instructions • cleaning and maintenance procedures for espresso coffee machines and grinders • commercial beverage menus • organisational procedures and industry standards for presenting espresso coffee beverages • price lists • standard recipes • SDS		
SITXCCS010 Provide visitor information	Additional resources must include: ☐ Sources of information on the local area facilities, services and general products, and their availability ☐ Organisational specifications for customer service standards ☐ Visitor surveys and feedback forms		
BSBTWOR201 Work effectively with others	Additional resources may include: ☐ office equipment and resources ☐ workplace discrimination and bullying legislation ☐ organisational and ethical standards, policies and procedures for working with others		
	Additional resources must include:		

SAMPLE

Unit Code and Title	Equipment requirements	Notes/Action Plan	AIET Office Use Verified
SITTTVL001 Access and interpret product information	☐ Computers and information systems currently used by the tourism, travel, hospitality and event industries to store product-related information ☐ The internet ☐ Industry sources of product information ☐ Printers and scanners ☐ Storage for computer data		
SITXCOM006 Source and present information	Additional resources must include: ☐ Current information and communications technology ☐ Sources of information such as: • customer feedback • general and trade media • industry associations • industry marketing or research bodies • lectures and presentations • other colleagues and personnel • product suppliers • trade shows and exhibitions		
SITXFIN007 Process financial transactions	Additional resources must include: ☐ Point-of-sale equipment and software currently used to process and reconcile financial transactions ☐ Current commercial procedures and documentation for the processing of financial transactions ☐ Cash and other forms of payments		
SITXFSA005 Use hygienic practices for food safety	Additional resources must include: ☐ food handler gloves ☐ receptacles for storage and display purposes ☐ serving utensils ☐ appropriate changing facilities		

SAMPLE

Unit Code and Title	Equipment requirements	Notes/Action Plan	AIET Office Use Verified
	☐ personal protective equipment relevant to job role ☐ appropriate facilities for handwashing: • designated hand washing sink • antiseptic liquid soap • single use towels • warm running water ☐ first aid kit ☐ ready to eat food items ☐ current plain English regulatory documents distributed by the commonwealth, state, territory or local government food safety authority Australia New Zealand Food Standards Code ☐ current organisational hygiene and food safety policies and procedures.		
SITXCOM008 Provide a briefing or scripted commentary	Additional resources must include: ☐ scripted commentary and briefing information ☐ presentation equipment that supports the briefing or scripted commentary		
BSBCMM211 Apply communication skills	Additional resources must include: ☐ workplace policies and procedures relating to communication		
BSBTEC201 Use business software applications	Additional resources must include: ☐ workplace equipment and resources ☐ electronic files, information and data ☐ workplace documentation.		

SAMPLE

SCHOOL DECLARATION

I confirm that we have all the equipment and facilities required to deliver our chosen units of competency for this qualification.

☐ **YES** ☐ **NO**

Trainer name:	
Trainer signature:	
Date:	

RTO APPROVAL SIGN OFF

After reviewing the checklist for each unit being delivered, does the school have the required facilities and equipment to assess the units chosen?

☐ **YES** ☐ **NO**

**If no, actions to be taken:*	
Name:	
Signature:	
Date:	

SAMPLE