



Apply industry standards to team supervision

D2.TRM.CL9.01

Assessor Manual



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Assessor Manual



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& hospitality

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Competency Based Assessment (CBA) – An Introduction for Assessors

Assessment is the process of identifying a participant's current knowledge, skills and attitudes sets against all elements of competency within a unit of competency.

Suggested Assessment Methods

For each unit of competency a number of assessment tools have been identified including:

- Work Projects
- Oral Questions
- Written Questions
- Third Party Statements
- Observation Checklists.

Instructions and Evidence Recording Sheets have been identified in this Assessment Manual for use by Assessors.

Alternative Assessment Methods

Whilst the above mentioned assessment methods are suggested assessment methods, the assessor may use an alternate method of assessment taking into account:

- a) The nature of the unit
- b) The strengths of participants
- c) The number of participants in the class
- d) Time required to complete assessments
- e) Time dedicated to assessment
- f) Equipment and resources required.

Alternate assessment methods include:

- Practical demonstrations
- Practical demonstrations in simulated work conditions
- Problem solving
- Portfolios of evidence
- Critical incident reports
- Journals
- Oral presentations
- Interviews
- Videos
- Visuals/slides/audiotapes

- Case studies
- Log books
- Projects and Role plays
- Group projects
- Recognition of Prior Learning.

Whilst there is no specific instruction or evidence collection documents for all the alternative assessment methods, assessors can record competency in the 'Other' section within the 'Competency Recording Sheet'.

Selection of Assessment Methods

Each assessor will determine the combination of Assessment Methods to be used to determine Competency for each Competency Unit on a student by student basis.

'Sufficient' evidence to support the 'Pass Competent'/'Not Yet Competent' decision must be captured.

In practice this means a minimum of 2 – 3 Assessment Methods for each candidate for each Competency Element is suggested.

At least one method should provide evidence of practical demonstration of competence.

The following assessment methods deemed to provide evidence of practical demonstration of competence include:

- Practical Work Projects
- Third Party Statement
- Observation Checklist.

Assessing Competency

Competency based assessment does not award grades, but simply identifies if the participant has the knowledge, skills and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency, an assessor has two possible results that can be awarded:

- 'Pass Competent' (PC)
- 'Not Yet Competent' (NYC).

Pass Competent (PC)

If the participant is able to successfully answer or demonstrate what is required, to the expected standards of the performance criteria, they will be deemed as 'Pass Competent' (PC).

The assessor will award a 'Pass Competent' (PC) if they feel the participant has the necessary knowledge, skills and attitudes in all assessment tasks for a unit.

Not Yet Competent' (NYC)

If the participant is unable to answer or demonstrate competency to the desired standard, they will be deemed to be 'Not Yet Competent' (NYC).

This does not mean the participant will need to complete all the assessment tasks again. The focus will be on the specific assessment tasks that were not performed to the expected standards.

The participant may be required to:

- a) Undertake further training or instruction
- b) Undertake the assessment task again until they are deemed to be 'Pass Competent'.

Regional Qualifications Framework and Skills Recognition System

The 'Regional Qualifications Framework and Skills Recognition System', also known as the 'RQFSRS' is the overriding educational framework for the ASEAN region.

The purpose of this framework is to provide:

- A standardised teaching and assessment framework
- Mutual recognition of participant achievement across the ASEAN region. This includes achievement in individual Units of Competency or qualifications as a whole.

The role of the 'RQFSRS' is to provide, ensure and maintain 'quality assurance' across all countries and educational providers across the ASEAN region

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process that gives current industry professionals who do not have a formal qualification, the opportunity to benchmark their extensive skills and experience against the standards set out in each unit of competency/subject.

This process is a learning and assessment pathway which encompasses:

- Recognition of Current Competencies (RCC)
- Skills auditing
- Gap analysis and training
- Credit transfer.

Code of Practice for Assessors

This Code of Practice provides:

- Assessors with direction on the standard of practice expected of them
- Candidates with assurance of the standards of practice expected of assessors
- Employers with assurance of the standards maintained in the conduct of assessment.

The Code detailed below is based on the International Code of Ethics and Practice (The National Council for Measurement in Education [NCME]):

- The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary
- All forms of harassment are avoided throughout the planning, conducting, reviewing and reporting of the assessment outcomes

- The rights of the candidate are protected during and after the assessment
- Personal and interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes
- The candidate is made aware of rights and process of appeal
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency
- Assessment decisions are based on available evidence that can be produced and verified by another assessor
- Assessments are conducted within the boundaries of the assessment system policies and procedures
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures
- The candidate is informed of all assessment reporting processes prior to the assessment
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment
- Confidentiality is maintained regarding assessment results
- The assessment results are used consistently with the purposes explained to the candidate
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

Instructions and Checklist for Assessors

Instructions

General instructions for the assessment:

- Assessment should be conducted at a scheduled time that has been notified to the candidate
- Facilitators must ensure participants are made aware of the need to complete assessments and attend assessment sessions
- If a participant is unable to attend a scheduled session, they must make arrangements with the Assessor to undertake the assessment at an alternative time
- At the end of the assessment the Assessor must give feedback and advise the participant on their PC/NYC status
- Complete the relevant documentation and submit to the appropriate department.

Preparation

- Gain familiarity with the Unit of Competency, Elements of Competency and the Performance Criteria expected
- Study details assessment documentation and requirements
- Brief candidate regarding all assessment criteria and requirements.

Briefing Checklist

- Begin the assessment by implementing the following checklist and then invite the candidate to proceed with assessment.

Checklist for Assessors

Prior to the assessment I have:	Tick (✓)	Remarks
Ensured the candidate is informed about the venue and schedule of assessment.		
Received current copies of the performance criteria to be assessed, assessment plan, evidence gathering plan, assessment checklist, appeal form and the company's standard operating procedures (SOP).		
Reviewed the performance criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process.		
Identified and accommodated any special needs of the candidate.		
Checked the set-up and resources for the assessment.		
During the assessment I have:		
Introduced myself and confirmed identities of candidates.		
Put candidates at ease by being friendly and helpful.		
Explained to candidates the purpose, context and benefits of the assessment.		
Ensured candidates understood the assessment process and all attendant procedures.		
Provided candidates with an overview of performance criteria to be assessed.		
Explained the results reporting procedure.		
Encouraged candidates to seek clarifications if in doubt.		
Asked candidates for feedback on the assessment.		
Explained legal, safety and ethical issues, if applicable.		
After the assessment I have:		
Ensured candidate is given constructive feedback.		
Completed and signed the assessment record.		
Thanked candidate for participating in the assessment.		

Instructions for Recording Competency

Specifications for Recording Competency

The following specifications apply to the preparation of Evidence Gathering Plans:

- A Competency Recording Sheet must be prepared for each candidate to ensure and demonstrate all Performance Criteria and Competency Elements are appropriately assessed. This Sheet indicates how the Assessor will gather evidence during their assessment of each candidate
- This Competency Recording Sheet is located at the end of the Assessment Plan
- It is the overriding document to record competency
- The Assessor may vary the Competency Recording Sheet to accommodate practical and individual candidate and/or workplace needs
- Assessor must place a tick (✓) in the 'Assessment Method' columns to identify the methods of assessment to be used for each candidate
- Multiple Competency Elements/Performance Criteria may be assessed at the one time, where appropriate
- The assessor and participant should sign and date the Competency Recording Sheet, when all forms of evidence and assessment have been completed
- The assessor may provide and feedback or clarify questions which the participant may have in regards to the assessment grade or findings
- All documents used to capture evidence must be retained, and attached to the Competency Recording Sheet for each candidate for each Competency Unit.

Instructions for Different Assessment Methods

Specifications for Work Project Assessment

These guidelines concern the use of work projects.

The work projects identified in the Training Manuals involve a range of tasks, to be performed at the discretion of the Assessor.

Work project tasks can be completed through any form of assessment as identified in the Trainer and Trainee Manuals and stated at the start of this section.

Assessors should follow these guidelines:

- Review the Work Projects at the end of each 'Element of Competency' in the Trainee Manual to ensure you understand the content and what is expected
- Prepare sufficient resources for the completion of work activities including:
 - Time – whether in scheduled delivery hours or suggested time participants to spend outside of class hours
 - Resources – this may involve technical equipment, computer, internet access, stationery and other supplementary materials and documents
- Prepare assessment location (if done in class) making it conducive to assessment
- Explain Work Projects assessment to candidate, at the start of each Element of Competency. This ensures that participants are aware of what is expected and can collate information as delivery takes place

- Assessors can use the following phrase as a guide (where an 'X' is identified, please input appropriate information):
 “At the end of each Element of Competency there are Work Projects which must be completed. These projects require different tasks that must be completed.
 These work projects are part of the formal assessment for the unit of competency titled X:
- You are required to complete these activities:
 - a) *Using the 'X' method of assessment*
 - b) *At 'X' location*
 - c) *You will have 'X time period' for this assessment*
- You are required to compile information in a format that you feel is appropriate to the assessment
- Do you have any questions about this assessment?”
- Commence Work Project assessment:
 - The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
 - Participants complete work projects in the most appropriate format
 - Participants must submit Work Project evidence to the assessor before the scheduled due date
- Assessor must assess the participant's evidence against the competency standards specified in each Element of Competency and their own understanding. The assessor can determine if the participant has provided evidence to a 'competent' standard
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Oral Question Assessment

These guidelines concern the use of oral questioning.

Assessors should follow these guidelines.

- Prepare Assessment Record for Oral Questioning. One record for each candidate:
 - Enter Student name
 - Enter Assessor name
 - Enter Location
- Familiarise self with Questions to be asked
- Prepare assessment location (table and chairs) making it conducive to assessment
- Explain Oral Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):
“These oral questions are part of the formal assessment for the unit of competency titled X.

There are X questions and you are required to answer all of them to the best of your ability and I will record whether or not you have answered correctly.

We have 60 minutes for this assessment.

- I will give you feedback at the end of the assessment
- Do you have any questions about this assessment?”
- Commence Oral Questioning assessment:
 - Complete Assessment Record for the Oral Questioning by:
 - a) Ticking PC or NYC, as appropriate
 - b) Entering ‘Remarks’ as required
 - c) Completing Oral Questioning within 60 minutes
- Complete Oral Questioning and provide feedback to candidate
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Written Question Assessment

These guidelines concern the use of written questioning.

Assessors should follow these guidelines:

- Familiarise self with Questions and Answers provided
- Print and distribute copies of ‘Written Questions’ for participants. Ideally this should take place with adequate time for participants to answer all questions before the expected due date
- Explain Written Questioning assessment to candidate, using the following phrase as a guide (where a ‘X’ is identified, please input appropriate information):

“These written questions are part of the formal assessment for the unit of competency titled X.

There are X questions and you are required to answer all of them to the best of your ability.

You may refer to your subject materials, however where possible try to utilise your existing knowledge when answering questions.

Where you are unsure of questions, please ask the Assessor for further instruction. This may be answering the question orally or asking the assessor to redefine the question.

We have X time for this assessment:

- The due date for completion of this assessment is X
- On this date you must forward the completed questions to the assessor by X time on the date of X
- Do you have any questions about this assessment?”
- The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
- Participants may record written answers (where possible)
- Participants must submit the written answers to the assessor before the scheduled due date

- Assessor must assess the participant's written answers against the model answers provided as a guide, or their own understanding. The assessor can determine if the participant has answered the questions to a 'competent' standard
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

Specifications for Observation Checklist

These specifications apply to the use of the Observation Checklist in determining competency for candidates.

Only an approved assessor is authorised to complete the Observation Checklist.

The assessor is required to observe the participant, ideally in a simulated environment or their practical workplace setting and record their performance (or otherwise) of the competencies listed on the Observation Checklist for the Competency Unit.

To complete the Observation Checklist the Assessor must:

- Insert name of candidate
- Insert assessor name
- Insert identify of location where observations are being undertaken
- Insert date/s of observations – may be single date or multiple dates
- Place a tick in either the 'Yes' or 'No' box for each listed Performance Criteria to indicate the candidate has demonstrated/not demonstrated that skill
- Provide written (and verbal) feedback to candidate – as/if appropriate
- Sign and date the form
- Present form to candidate for them to sign and date
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Observation Checklist.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the participant.

Specifications for Third Party Statement

These specifications relate to the use of a relevant workplace person to assist in determining competency for candidates.

The Third Party Statement is to be supplied by the assessor to a person in the workplace who supervises and/or works closely with the participant.

This may be their Supervisor, the venue manager, the Department Manager or similar.

The Third Party Statement asks the Supervisor to record what they believe to be the competencies of the participant based on their workplace experience of the participant. This experience may be gained through observation of their workplace performance, feedback from others, inspection of candidate's work etc.

A meeting must take place between the Assessor and the Third Party to explain and demonstrate the use of the Third Party Statement.

To complete the Third Party Verification Statement the Assessor must:

- Insert candidate name
- Insert name and contact details of the Third Party
- Tick the box to indicate the relationship of the Third Party to the candidate
- Present the partially completed form to the Third Party for them to finalise
- Collect the completed form from the Third Party
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Third Party Statement.

The Third Party must:

- Record their belief regarding candidate ability/competency as either:
 - Pass Competent = Yes
 - Not Yet Competent = No
 - Unsure about whether candidate is competent or not = Not Sure
- Meet briefly with the assessor to discuss and/or clarify the form.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the candidate.

A separate Third Party Statement is required for each Competency Unit undertaken by the candidate.

Competency standard

UNIT TITLE: APPLY INDUSTRY STANDARDS TO TEAM SUPERVISION		NOMINAL HOURS: 100
UNIT NUMBER: D2.TRM.CL9.01		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to apply industry standards to the day-to-day supervision of workplace operations.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Define the context of team supervision</p> <p>1.1 Identify the members of the team</p> <p>1.2 Explain the <i>rationale for applying industry standards in the workplace</i></p> <p>1.3 Identify the <i>results of failing to comply with identified industry standards</i></p> <p>1.4 Describe the <i>role of the supervisor</i> in applying industry standards within the team</p> <p>1.5 Describe the <i>rights and responsibilities of team members</i> in relation to industry standards</p> <p>1.6 Describe <i>team objectives</i> in relation to the implementation of industry standards</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that seek to proactively implement industry standards to service delivery through supervision within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p>Rationale for applying industry standards in the workplace may relate to:</p> <ul style="list-style-type: none"> • Maintaining service levels • Engendering customer confidence and trust in the business and the industry 	

<p>Element 2: Apply service provision industry standards to team supervision</p> <p>2.1 Describe industry standards relating to service provision as they apply to the host enterprise workplace</p> <p>2.2 Monitor the implementation of service provision industry standards within the host enterprise workplace</p> <p>2.3 Recommend improvements to service provision industry standards within the host enterprise workplace</p> <p>Element 3: Apply training and professional development industry standards to team supervision</p> <p>3.1 Describe industry standards relating to training and professional development as they apply to the host enterprise workplace</p> <p>3.2 Monitor the implementation of training and professional development industry standards within the host enterprise workplace</p> <p>3.3 Recommend improvements to training and professional development industry standards within the host enterprise workplace</p>	<ul style="list-style-type: none"> • Providing consistent levels of treatment of customers • Providing guidelines for staff when dealing with customers • Complying with externally imposed requirements • Building and promoting the reputation of the business • Complying with advertised standards as promoted by industry bodies and associations. <p>Results of failing to comply with identified industry standards will include:</p> <ul style="list-style-type: none"> • Loss of business • Poor business reputation • Sanctions, including de-registration from an industry body or organisation, removal of rights that attach to businesses who comply, written warnings and removal of preferred provider status from other organisations • Negative media reviews • Reduced levels of industry and product knowledge amongst employees • Increase in customer complaints and levels of dissatisfaction with service delivery • Increased likelihood of unwanted operational incidents, including clerical errors, accidents, mistakes and loss of property and money. <p>Role of the supervisor may include:</p> <ul style="list-style-type: none"> • Day-to-day responsibility for implementing identified industry and/or enterprise standards as they apply to individual workplace operations • Standard supervisory duties, including planning, organising, directing, controlling and staffing.
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Element 4: Apply documentation presentation industry standards to team supervision

- 4.1** Describe industry standards relating to documentation presentation as they apply to the host enterprise workplace
- 4.2** Monitor the implementation of *document presentation industry standards* within the host enterprise workplace
- 4.3** Recommend improvements to document presentation industry standards within the host enterprise workplace

Element 5: Apply visitor and tour group member behaviour industry standards to team supervision

- 5.1** Describe industry standards relating to visitor and tour group member behaviour as they apply to the host enterprise workplace
- 5.2** Monitor the implementation of *visitor and tour group member behaviour industry standards* within the host enterprise workplace
- 5.3** Recommend improvements to visitor and tour group member behaviour industry standards within the host enterprise workplace

Rights and responsibilities of team members should include:

- Rights and responsibilities as stated in:
- Contracts of employment Relevant legislation and regulation of the host country
- Policies of the host enterprise
- Relevant codes of practice that apply to the workplace
- Common law requirements
- Specific rights and responsibilities as identified in establishment training
- Specific rights and responsibilities that attach to nominated positions within the host enterprise
- Implied responsibilities that apply to the employer-employee relationship including:
- Obedience
- Acting in good faith
- Duty to account for monies received
- Confidentiality
- Exercising due skill and care
- Providing information about other employees.

Team objectives may relate to:

- Business plans for the organisation and/or department
- Specification of criteria and Key Performance Indicators (KPIs)
- Individual activities conducted by the organisation
- Individual responsibilities within an overall team context
- Integration of team performance within the wider functions of the organisation
- Levels of authority for individual team members
- Levels of discretionary power for individual team members
- Every area to which identified industry standards apply within the organisation
- Defining areas and activities to which industry standards do not apply.

Element 6: Apply personal attributes industry standards to team supervision

- 6.1** Describe industry standards relating to personal attributes as they apply to the host enterprise workplace
- 6.2** Monitor the implementation of *personal attributes industry standards* within the host enterprise workplace
- 6.3** Recommend improvements to personal attributes industry standards within the host enterprise workplace

Element 7: Apply time management industry standards to team supervision

- 7.1** Describe industry standards relating to time management as they apply to the host enterprise workplace
- 7.2** Monitor the implementation of *time management industry standards* within the host enterprise workplace
- 7.3** Recommend improvements to time management industry standards within the host enterprise workplace

Element 8: Apply compliance requirement industry standards to team supervision

- 8.1** Describe industry standards relating to compliance requirements as they apply to the host enterprise workplace
- 8.2** Monitor the implementation of *compliance requirement industry standards* within the host enterprise workplace

Describe industry standards may include:

- Identifying industry standards applicable to individual workplace application, including their origin and rationale
- Interpreting standards as they relate to individual workplaces and situations, including the provision of examples to illustrate their application
- Implementing the identified standards, including facilitating the introduction and maintenance of identified standards through training, provision of supporting resources and assisting in the real-time application of standards.

Monitor the implementation may include:

- Managing team performance
- Verifying level of standards implementation
- Checking quality issues
- Comparing actual performance against relevant criteria and key performance indicators
- Determining effectiveness and customer satisfaction levels
- Validating compliance with external requirements
- Recognising and rewarding achievement
- Providing feedback to team members.

Service provision industry standards may relate to:

- Waiting times
- Communication with customers
- Levels of service delivery
- Quality of products and services
- Courtesy
- Provision of assistance, advice and information to customers and potential customers
- Responding to queries

8.3 Recommend improvements to compliance requirement industry standards within the host enterprise workplace

Element 9: Apply ethical behaviour industry standards to team supervision

9.1 Describe industry standards relating to ethical behaviour as they apply to the host enterprise workplace

9.2 Monitor the implementation of *ethical behaviour industry standards* within the host enterprise workplace

9.3 Recommend improvements to ethical behaviour industry standards within the host enterprise workplace

Element 10: Apply relevant other industry standards to team supervision

10.1 Describe relevant *other industry standards* as they apply to the host enterprise workplace

10.2 Monitor the implementation of relevant other industry standards within the host enterprise workplace

10.3 Recommend improvements to relevant other industry standards within the host enterprise workplace

- Complaint and dispute handling.

Recommend improvements may include:

- Providing verbal advice
- Producing written reports
- Re-drafting existing internal standards
- Producing new standards to address issues arising
- Trialling improvements and introducing new/revised standards into standard operating procedures.

Training and professional development industry standards may relate to:

- Induction and orientation
- Initial qualifications, credentials, licenses and permits required to perform designated tasks
- Remedial training
- Multi-skilling
- Updating qualifications
- Provision of necessary opportunity to gain experience and practice
- Attendance at industry conferences, seminars and exhibitions
- Provision of networking opportunities
- Succession planning
- Recruitment and selection of staff
- Specific tasks that individual team members are required to perform, including selling skills, tour guiding, driving, working with disabled persons and completion of records.

	<p>Documentation presentation industry standards may relate to:</p> <ul style="list-style-type: none">• All documentation produced, completed or presented by the organisation to internal or external customers, including product and service information, quotations, itineraries, proposals, invoices, receipts and reports Ensuring clarity, accuracy and comprehensiveness• Logical order• Timely completion and forwarding• Freedom from errors and omissions• Compliance with stated requirements as they apply to individual documents. <p>Visitor and tour group member behaviour industry standards may relate to:</p> <ul style="list-style-type: none">• Respect for local communities• Respect for sites and destinations• Respect for the environment• Adherence to established codes of conduct• Compliance with legislated requirements, including national, regional and local mandated conditions from government agencies• Compliance with host enterprise policies as they relate to specific tours, activities and nominated situations• Respect for individuals, including other members of a tour group, adherence to equal opportunity and anti-discrimination policies• Personal behaviour and language, including verbal and physical abuse, swearing and offensive gestures• Compliance with time-related requirements while on tour.
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Personal attributes industry standards may include:

- Dress
- Personal presentation
- Personal hygiene
- Personal health
- Personal levels of fitness
- Attitude
- Language
- Willingness to work and be of service
- Individual team member's capacity to perform allocated work tasks in the manner and to the standard required.

Time management industry standards may include:

- Punctuality
- Attendance
- Preparedness to work reasonable overtime
- Adhering to schedules as integrated into itineraries, including arrival times, departure times and time spent at destinations and on activities
- Completing timesheets
- Personal management of time to ensure allocated tasks are completed on time and in the order specified, where applicable
- Providing sufficient notice to others regarding action to be taken, including on tour activities and internal operational issues
- Addressing time wasting activities
- Ensuring optimum use is made of available time.

	<p>Compliance requirements industry standards may include:</p> <ul style="list-style-type: none">• Occupational health and safety, including within the business and on tour and addressing physical and human resources• Risk management and control activities• Conducting required emergency management procedures, including workplace inspection, completion of checklists, fire drills and evacuation drills• Developing an emergency management plan for the business and developing contingency plans for emergency situations both on-site and on tour• Providing required safety and emergency equipment and resources, including personal protective equipment and clothing• Ensuring appropriate registrations, notifications, licenses, permits and similar are obtained to enable the legal operation of the business, including within the traditional workplace and while on tour• Maintaining necessary records and data to enable evidence of compliance with mandated requirements. <p>Ethical behaviour industry standards may relate to:</p> <ul style="list-style-type: none">• Honesty• Truth in advertising• Accuracy in the provision of information to customers, including details of products and services, tour commentaries, destination information, prices, tour conditions, quality and service levels• Tipping• Refunds• Changes to bookings• Cancellation of bookings• Experience and expertise of the organisation and staff
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- Total disclosure relating to quotations supplied
 - Being a responsible corporate citizen
 - Environmentally-sensitive practices
 - Commitment to sustainability and responsible tourism practices
 - Transparency and accountability in dealings with others, including individuals, internal and external, businesses and government agencies.
- Other industry standards will include:
- Standards specific to individual industry sectors
 - Standards specific to individual enterprises
 - Standards specific to individual situations
 - Standards imposed through commercial arrangements that apply, including joint venture undertakings, franchise agreements, licensing requirements and head office imperatives.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- The enterprise's policies and procedures in regard to service delivery, personal presentation and compliance issues
- Principles of team building, team supervision, leadership, motivation, coaching and mentoring, staff monitoring and counselling
- Knowledge of the sources of industry standards as they apply to the host enterprise
- Knowledge of current industry standards ,mandatory and optional, that apply to the industry sector and the workplace of the host enterprise
- Ability to gain team commitment to objectives
- Ability to facilitate the participation and contribution of team members

- Ability to work effectively with team members, including gaining trust and confidence
- Ability to relate to a people from a diverse range of backgrounds
- Ability to empower team members
- Ability to generate recommendations based on personal observation, feedback and changed circumstances in relation to the application of industry standards in various workplace settings, including on-site and on tour.

Linkages To Other Units

- Manage and resolve conflict situations
- Receive and resolve customer complaints
- Work effectively with colleagues and customers
- Work in a socially diverse environment
- Maintain quality customer/guest service
- Develop and supervise operational approaches
- Lead and manage people
- Manage the effective use of human resources
- Monitor staff performance
- Provide professional support to business colleagues
- Work as a tour guide
- Build and maintain a team approach to service delivery
- Manage legal requirements for business compliance
- Manage and operate a coffee shop
- Operate a fast food outlet.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to service delivery, personal presentation and compliance issues
- Demonstrated ability to define the context of team supervision in a designated real or simulated workplace situation and effectively monitor and report on the application of a range of nominated industry standards to an identified team.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Analysis of a portfolio of evidence generated by the candidate, including written standards, resource materials, observations, monitoring data, recommendation and feedback reports
- Problem solving
- Role plays involving the delivery of industry standards to enable supervisory practices to be observed

	<ul style="list-style-type: none"> • Third party reports completed by a supervisor • Project and assignment work. <p>Key Competencies in this Unit</p> <p>Level 1 = competence to undertake tasks effectively</p> <p>Level 2 = competence to manage tasks</p> <p>Level 3 = competence to use concepts for evaluating</p>		
	Key Competencies	Level	Examples
	Collecting, organising and analysing information	2	Research relevant industry standards as they apply to the workplace
	Communicating ideas and information	2	Interpret industry standards as they apply to the workplace to team members
	Planning and organising activities	2	Determine the industry standards to be monitored
	Working with others and in teams	3	Provide feedback on the application of industry standards in the workplace
	Using mathematical ideas and techniques	-	
	Solving problems	3	Resolve issues and complaints arising from service delivery in relation to industry standards
	Using technology	1	Use the internet to research industry standards; use software packages to record data relating to the application of industry standards in the workplace

Oral questions

Student name	
Assessor name	
Location/venue	
Unit of competency	Apply industry standards to team supervision D2.TRM.CL9.01
Instructions	<ol style="list-style-type: none"> 1. Ask student questions from the attached list to confirm knowledge, as necessary 2. Place tick in boxes to reflect student achievement (Pass Competent 'PC' or Not Yet Competent 'NYC') 3. Write short-form student answer in the space provided for each question.

Questions	Response	
	PC	NYC
1. Use a work-based example to explain/describe how you identified the members of a team.	<input type="checkbox"/>	<input type="checkbox"/>
2. Make reference to a workplace situation to explain the rationale for applying industry standards to workplace supervision highlighting the results of failing to comply with those identified standards.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
3. Illustrate with reference to your experience what the role of a supervisor is in applying industry standards to a work team.	<input type="checkbox"/>	<input type="checkbox"/>
4. Use an example to illustrate the rights and responsibilities of team members in relation to industry standards and describe their objectives.	<input type="checkbox"/>	<input type="checkbox"/>
5. Use an industry example to illustrate the application of service provision industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
6. Use an industry example to illustrate the application of training and professional development industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>
7. Use an industry example to illustrate the application of document presentation industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>
8. Use an industry example to illustrate the application of visitor and tour group member behaviour industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
9. Use an industry example to illustrate the application of personal attributes industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>
10. Use an industry example to illustrate the application of time management industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>
11. Use an industry example to illustrate the application of compliance requirement industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
12. Use an industry example to illustrate the application of ethical behaviour industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>
13. Use an industry example to illustrate the application of other relevant industry standards to team supervision describing the standards, explaining how application was monitored and giving an example of recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>

Written questions

Apply industry standards to team supervision – D2.TRM.CL9.01

Student Name: _____

Answer all the following questions and submit to your Trainer.

1. Identify three ways a supervisor can identify the members of their team.

2. List six examples of details a supervisor should find out about members of their team.

3. Name three ways a supervisor can find out about the members of their team.

4. In your own words define/describe the concept of 'industry standards'

5. Give five reasons supervisors need to know the reasons why their workplace chooses to apply industry standards.

6. Identify four possible reasons organisations decide to apply industry standards.

7. Give three reasons supervisors need to know the results of failing to comply with identified industry standards.

8. List five possible results for organisations of failing to comply with identified industry standards.

9. What are the 'five functions of a supervisor'?

10. Nominate one of the 'five functions of a supervisor' and give five examples of responsibilities a supervisor has for applying industry standards within a team.

11. Name three generic classifications of documents that impose requirements team members may be required to work under.

12. Name five duties commonly owed by employees to employers.

13. List the two main factors which will determine the orientation of a work team to nominated industry standards.

14. Give two reasons to illustrate the importance of service provision to an organisation.

15. List six strategies which have proved effective in identifying the precise nature of each industry standard to be applied in an organisation and ascertaining the extent to which they are to apply to work teams.

16. Identify four topics to which industry service provision standards might apply.

17. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

18. Describe six activities inherent in planning the implementation of service provision standards.

19. List the five 'Principles of monitoring' presented in the Trainee manual.

20. Identify five activities that might apply to monitoring the implementation of service provision.

21. List five fundamentals supervisors should address when making recommendations for improving the implementation of industry standards within an individual workplace setting.

22. Name the three basic options used by supervisors for presenting suggestions for improvement with regard to the inclusion of industry standards into team/organisational operations.

23. Give four examples of possible recommendations which may be made for making improvements to service delivery standards within an organisation.

24. Give three reasons to illustrate the importance of training and professional development to an organisation.

25. Identify four topics to which industry training and professional development standards might apply.

26. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

27. Describe six activities inherent in organising the implementation of training and professional development standards.

28. Identify five activities that might apply to monitoring the implementation of workplace training and professional development standards.

29. Give four examples of possible recommendations which may be made for making improvements to training and professional development standards within an organisation.

30. Give three reasons to illustrate the importance of document presentation standards to an organisation.

31. Identify four topics to which industry document presentation standards might apply.

32. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

33. Describe six activities inherent in controlling the implementation of document presentation standards

34. Identify five activities that might apply to monitoring the implementation of document presentation standards.

35. Give four examples of possible recommendations which may be made for making improvements to document presentation standards within an organisation.

36. Give three reasons to illustrate the importance of visitor and tour group behaviour standards to an organisation.

37. Identify four topics to which industry visitor and tour group behaviour standards might apply.

38. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

39. Describe three activities inherent in staffing the implementation of visitor and tour group behaviour standards

40. Identify five activities that might apply to monitoring the implementation of visitor and tour group behaviour standards.

41. Give four examples of possible recommendations which may be made for making improvements to visitor and tour group behaviour standards within an organisation.

42. Give three reasons to illustrate the importance of personal attribute standards to an organisation.

43. Identify four topics to which industry personal attribute standards might apply.

44. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

45. Describe four activities inherent in directing the implementation of personal attribute standards

46. Identify four activities that might apply to monitoring the implementation of personal attribute standards.

47. Give four examples of possible recommendations which may be made for making improvements to personal attribute standards within an organisation.

48. Give three reasons to illustrate the importance of time management standards to an organisation.

49. Identify four topics to which industry time management standards might apply.

50. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

51. Describe four activities inherent in organising the implementation of time management standards

52. Identify four activities that might apply to monitoring the implementation of time management standards.

53. Give four examples of possible recommendations which may be made for making improvements to compliance requirement standards within an organisation.

54. Give three reasons to illustrate the importance of compliance requirement standards to an organisation.

55. Identify four topics to which industry compliance requirement standards might apply.

56. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

57. Describe four activities inherent in planning the implementation of industry compliance standards

58. Identify four activities that might apply to monitoring the implementation of industry compliance standards.

59. Give four examples of possible recommendations which may be made for making improvements to industry compliance standards within an organisation.

60. Give three reasons to illustrate the importance of ethical behaviour standards to an organisation.

61. Identify four topics to which industry ethical behaviour standards might apply.

62. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

63. Describe four activities inherent in controlling the implementation of ethical behaviour standards

64. Identify four activities that might apply to monitoring the implementation of ethical behaviour standards.

65. Give four examples of possible recommendations which may be made for making improvements to ethical behaviour standards within an organisation.

66. Identify three generic classifications of 'other standards' that team leaders may have to implement/comply with.

67. List the three factors that commonly provide the basis for the need to comply with 'other standards'.

68. Explain three ways of determining if there is a need to comply with 'other standards'.

69. Identify four activities that might apply to monitoring the implementation of 'other standards'.

-
70. Give four examples of possible recommendations which may be made for making improvements to 'other standards' within an organisation.



Answers to written questions

Apply industry standards to team supervision – D2.TRM.CL9.01

The following are model answers only – Trainers/Assessors must use discretion when determining whether or not an answer provided by a Student is acceptable or not.

1. Identify three ways a supervisor can identify the members of their team.

- Talking to the previous supervisor
- Speaking with management of the organisation
- Looking at the organisational chart for the business
- Reading job descriptions for positions in the organisation.

2. List six examples of details a supervisor should find out about members of their team.

- Name
- Experience
- Qualifications
- Personal attitude
- Aspirations
- Difficulties and problems
- Suggestions and recommendations
- General feedback.

3. Name three ways a supervisor can find out about the members of their team.

- Personal, one-on-one interviews with individuals
- Reading their personnel files
- Observing their workplace performance
- Conducting trade tests
- Talking to 'relevant others'.

4. In your own words define/describe the concept of 'industry standards'

Answer should address:

- Criteria prescribed by leaders of the industry as being acceptable or optimal for the delivery of consistent quality products and services
- Operating requirements which guide the actions and processes which generate the products and services provided to customers
- Protocols which, when followed, will result in an end-product or service which meets required parameters
- Actions taken by a business that conform to the generally accepted values and norms acceptable to industry peak bodies and industry-related authorities and agencies
- Prescribed obligations imposed on organisations by legislation and accepted industry Codes of Practice
- Standards based on recognised international standards and adapted to suit local conditions/requirements.

5. Give five reasons supervisors need to know the reasons why their workplace chooses to apply industry standards.

So they can:

- Identify (or confirm) the standards that apply – to ensure surety and consistency with what is required
- Gain vital insight into the positioning of the business – in the marketplace
- Be aware of customer expectations – being created by the business through its promotional activities and public statements
- Communicate them to the team – for the purposes of explaining what is required and assisting with achieving team goals and objectives
- Ensure they are included as part of internal training – so team members are trained in the standards they are being expected/asked to deliver on
- Determine the priorities of the business – as these are reflected in the standards they elect to implement
- Factor them in when developing objectives and plans for the team – so there is alignment between stated aims and practical workplace action
- Use them as the basis for staff/team appraisals – to ensure team members are evaluated on the things they were told they would be judged on.

6. Identify four possible reasons organisations decide to apply industry standards.

- Maintain or expand customer service levels
- Engender customer confidence and trust in the business and the industry
- Provide consistent levels of treatment of customers
- Provide guidelines for staff when dealing with customers
- Comply with externally imposed requirements
- Build the business.

7. Give three reasons supervisors need to know the results of failing to comply with identified industry standards.

So they can:

- Use these possibilities to motivate themselves as supervisors
- Inform team members of consequences
- Prioritise their actions
- Integrate other workplace activities into the requirements of the standards.

8. List five possible results for organisations of failing to comply with identified industry standards.

- Loss of business
- Poor business reputation
- Sanctions imposed by external bodies
- Negative media reviews
- Reduced levels of industry and product knowledge amongst employees
- Increased likelihood of unwanted operational incidents and outcomes.

9. What are the ‘five functions of a supervisor’?

- Planning
- Organising
- Staffing
- Directing
- Controlling.

10. Nominate one of the ‘five functions of a supervisor’ and give five examples of responsibilities a supervisor has for applying industry standards within a team.

No model answer.

11. Name three generic classifications of documents that impose requirements team members may be required to work under.

- Contracts of employment
- Relevant legislation and regulations of the host country
- Policies of the host enterprise
- Relevant Codes that apply to the workplace.

12. Name five duties commonly owed by employees to employers.

- Obedience
- Good faith
- Duty to account for monies received
- Confidentiality
- Skill and care
- Providing information about other employees
- Duty to attend for work.

13. List the two main factors which will determine the orientation of a work team to nominated industry standards.

The orientation of a work team to nominated industry standards will:

- Flow from business and strategic plans for the organisation and/or department – such that implementation of the standards will assist the organisation achieve its higher level goals
- Relate to the specification of criteria and Key Performance Indicators – which will be used to:
 - Monitor and track progress – to help keep the team ‘on course’
 - Measure achievements
 - Evaluate performance.

14. Give two reasons to illustrate the importance of service provision to an organisation.

- ‘Service’ is often the only attribute that distinguishes one organisation from another as they often all:
 - Offer basically identical products and services
 - Sell at similar prices.
- Service provision is consistently identified as the most important factor for customers
- Most organisations will make promises to the public/to their customers about the standard/s of service they provide – and what they can expect if they elect to do business with the enterprise
- Service is an intangible concept.

15. List six strategies which have proved effective in identifying the precise nature of each industry standard to be applied in an organisation and ascertaining the extent to which they are to apply to work teams.

- Talking to management and owners of the business
- Reading plans of the business at all levels
- Identifying requirements, if any, imposed by in-country legislation
- Determining requirements which may be stated in Codes of Conduct/Practice which the organisation is bound by or has elected to subscribe to/align with
- Referencing personal industry experience
- Reading promises made by the organisation to the general public and directly to customers
- Referring to personal training that has been undertaken
- Reading workplace documentation.

16. Identify four topics to which industry service provision standards might apply.

- Waiting times
- Communication with customers
- Levels of service delivery
- Quality of products and services
- Courtesy
- Provision of assistance
- Responding to queries
- Complaint and dispute handling.

17. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

No model answer.

18. Describe six activities inherent in planning the implementation of service provision standards.

- Acquiring necessary industry standards
- Conducting market research to determine customer/guest needs, wants and preferences in relation to service delivery
- Developing written statements that specify the exact requirements for each standard that applies
- Communicating/sharing these statements with team members
- Developing necessary internal/formal training for team members
- Preparing a schedule for introducing new initiatives into standard workplace practice
- Integrating new provisions into established team workloads and operational protocols
- Determining incentive-related factors
- Ensuring the new/revised service standards fit with necessary organisational imperatives
- Confirming management support/approval for the changes.

19. List the five 'Principles of monitoring' presented in the Trainee manual.

- The team must be informed of the monitoring activities that will be applied – and what the information captured will be used for
- All members of the team must be monitored – on a fair and equitable basis
- Monitoring must be on-going and structured – meaning it must be consistent and aimed at actions/areas teams have been told will be monitored
- Monitoring activities must capture actual data/evidence – which can be used for the purposes of evaluation and the provision of feedback
- Monitoring should seek to obtain 360⁰ feedback.

20. Identify five activities that might apply to monitoring the implementation of service provision.

- Manage team performance
- Verify level of standards implementation
- Check quality issues as these apply to individual service provision standards
- Determine effectiveness of service provision and customer satisfaction levels with what they are receiving
- Validate compliance of service delivery with external requirements which apply
- Provide evidence-based feedback to team members on a one-on-one basis and/or at team meetings or briefing sessions
- Recognise and reward team member achievement
- Check the impact of the new service delivery requirements on team members.

21. List five fundamentals supervisors should address when making recommendations for improving the implementation of industry standards within an individual workplace setting.

They should:

- Reflect actual need
- Be shared
- Be put in writing
- Be made in a timely manner
- Include options/proposed courses of action for implementation
- Provide some form of quantification in relation to the recommendation/s.

22. Name the three basic options used by supervisors for presenting suggestions for improvement with regard to the inclusion of industry standards into team/organisational operations.

- Providing verbal advice
- Producing written reports
- Making a presentation.

23. Give four examples of possible recommendations which may be made for making improvements to service delivery standards within an organisation.

- Adding a new feature to an existing service
- Adjusting the time period which applies to the nature of the individual service
- Altering the products which are used to provide the service
- Changing the environment in which the service is being provided
- Providing more resources
- Up-grading competencies and/or qualifications of team members
- Expanding the basics of service delivery standards.

24. Give three reasons to illustrate the importance of training and professional development to an organisation.

- May be a requirement to have team members/staff trained to a nominated certification type or level
- Could be a legal requirement for employees to hold a certain licence, permit, qualification
- Underpins all aspects of team member knowledge
- Provides the basis for all necessary workplace skills
- Delivers relevant competencies to staff
- Enables deficiencies in product and service delivery to be addressed
- Allows management to cross-train/multi-skill employees
- Gives employees awareness they can move between positions
- Generates greater team member/staff satisfaction with their employer
- Underpins or enables the organisation's ability to make strategic moves in the marketplace (in terms of providing new/different products and services).

25. Identify four topics to which industry training and professional development standards might apply.

- Induction and orientation
- Remedial training
- Multi-skilling
- Updating qualifications
- Provision of industry opportunity
- Attendance at industry events
- Provision of networking opportunities
- Succession planning
- Recruitment and selection of staff.

26. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

No model answer.

27. Describe six activities inherent in organising the implementation of training and professional development standards.

- Promoting the T&D initiatives
- Amending organisational advertisements and promotional materials
- Creating and/or updating internal documentation to support the new/revised training and development standards
- Delivering the planned training and PD activities
- Developing benchmarks to be used in the monitoring process
- Providing necessary resources to support and underpin required delivery
- Amending previously applicable job descriptions and/or scopes of authority.

28. Identify five activities that might apply to monitoring the implementation of workplace training and professional development standards.

- Check team engagement with activities
- Check the relevance, accuracy, currency and applicability of training resources used
- Check the training environment used
- Check the timing of delivery
- Check the competency of trainers and assessors
- Check required records are being maintained
- Evaluate assessments
- Check on the effectiveness of the training and PD that has been delivered
- Keep in touch with bodies who established the industry standards.

29. Give four examples of possible recommendations which may be made for making improvements to training and professional development standards within an organisation.

- Adding one or more new topics to what is being provided
- Adjusting dates and times of delivery
- Altering composition of training classes
- Changing delivery staff
- Revising resources used
- Using a different training approach/technique
- Making a major change to basic training provision
- Identify other employees who may benefit from T&D activities
- Changing support factors.

30. Give three reasons to illustrate the importance of document presentation standards to an organisation.

- Enable consistency of presentation
- May be an externally-imposed mandatory requirement
- Can ensure electronic/soft copies of information are translated into appropriate and accurate hard copy documents
- Relieve team members of the pressure of making document-related decisions
- Convert data/details from a potentially diverse range/source of information into a single and simplified document
- Form the basis for further action (sharing, filing, providing evidence of decision making and rationale for same)
- Underpin correct and accurate documentation of information.

31. Identify four topics to which industry document presentation standards might apply.

- Types of documents involved
- Format
- Language used
- Reason the document is produced
- Audience/s for the document
- Clarity, Comprehensiveness, Accuracy
- Processing factors.

32. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

No model answer.

33. Describe six activities inherent in controlling the implementation of document presentation standards

- Authorising release of team members to attend training on applying documentation presentation standards
- Ensuring samples of documents are available for reference by team members
- Making available templates for team members to use
- Allocating resources to enable necessary actions to be adhered to so documents meet presentation standards
- Checking team member adherence to requirements
- Inspecting final/end product documents
- Providing constructive feedback to team members on their implementation attempts
- Determining if more, or different, standards are required on the basis of actual experience with the presentation standards
- Monitoring the implementation of documentation presentation
- Making recommendations for improvement/s to documentation presentation.

34. Identify five activities that might apply to monitoring the implementation of document presentation standards.

- Check team understanding of requirements
- Check documentation prepared by team members
- Check the training being delivered to show team members what is required (where appropriate)
- Verify provision of required documents for team members
- Talk to document stakeholders
- Check processing of documents
- Keeping in touch with bodies who established the industry document standards.

35. Give four examples of possible recommendations which may be made for making improvements to document presentation standards within an organisation.

- Adding a new document to the suite of documents covered by the standards
- Removing a document from the list of documents covered
- Revising an existing document
- Contributing ideas for improving the basics of the document
- Making suggestions to make the presentation more compliant.

36. Give three reasons to illustrate the importance of visitor and tour group behaviour standards to an organisation.

- May be an externally-imposed mandatory requirement
- Supports statements the operator makes about itself
- Enhances customer/tourist confidence in the operator
- Increases customer/tourist levels of satisfaction with the tour/activities.

37. Identify four topics to which industry visitor and tour group behaviour standards might apply.

- Respect
- Codes
- legislation
- Host enterprise protocols
- Time-related requirements.

38. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

No model answer.

39. Describe three activities inherent in staffing the implementation of visitor and tour group behaviour standards

- Recruiting and selecting staff with appropriate attitudes, experience and knowledge
- Training team members
- Adding new members to the team.

40. Identify five activities that might apply to monitoring the implementation of visitor and tour group behaviour standards.

- Check team understanding of requirements
- Check practical implementation of requirements
- Check the training being delivered to show team members what is required (where appropriate)
- Verify provision of required documents for team members
- Talk to stakeholders
- Check feedback received
- Keeping in touch with bodies who established the industry standards.

41. Give four examples of possible recommendations which may be made for making improvements to visitor and tour group behaviour standards within an organisation.

- Adding a new clause or condition to the standards
- Removing a clause or condition from the standards
- Revising an *existing* clause or condition
- Negotiating fresh agreements with local communities
- Placing restrictions on tour groups
- Revising scheduled tours
- Revising the responses by team members to instances of non-compliance with required standards by tour group members
- Changing the way expectations about required behaviour are communicated to the tour group
- Adding or changing resources used to share required behaviours with customers
- Removing certain tours from the tour list/schedule.

42. Give three reasons to illustrate the importance of personal attribute standards to an organisation.

- May be a compulsory requirement of a Code of Conduct/Practice to which the enterprise subscribes
- Are directly related to service provision
- Are critical in at the same time they provide key customer service elements
- Engender confidence from customers in the organisation and what it is offering
- Meet customer expectations
- Are often the first aspect of an organisation customers come into contact with
- Indicate to employers the capacity of team members.

43. Identify four topics to which industry personal attribute standards might apply.

- Dress
- Personal presentation
- Personal hygiene
- Personal health
- Personal levels of fitness
- Attitude
- Language.

44. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

No model answer.

45. Describe four activities inherent in directing the implementation of personal attribute standards

- Instructing team members and giving directions about, as the need arises, to meet required standards in a practical way
- Determining whether displayed attributes are acceptable or not
- Making decisions regarding practical implementation
- Interpreting and explaining requirements with reference to specific contexts
- Advising team members of opportunities to learn about other/acceptable personal attributes
- Role modelling required/acceptable personal attributes.

46. Identify four activities that might apply to monitoring the implementation of personal attribute standards.

- Check team understanding of requirements
- Check practical implementation of requirements
- Check the training being delivered to show team members what is required (where appropriate)
- Verify provision of required documents for team members
- Talk to stakeholders
- Check feedback received
- Keeping in touch with bodies who established the industry standards.

47. Give four examples of possible recommendations which may be made for making improvements to personal attribute standards within an organisation.

- Amending personal presentation and/or dress rules and requirements – by for example:
 - Relaxing or tightening up a standard
 - including an aspect which was not previously covered
 - removing a previous requirement
- Adding new or more/different facilities to the workplace – to support/enable and optimise team member compliance with requirements
- Raising the level of requirements – say, for:
 - Health certification
 - Personal fitness
 - Language skills
- Conducting courses to assist workers with meeting the established standards as they apply to personal attributes – this always has to be undertaken in a sensitive manner as people become quickly upset and annoyed when told their ‘personal attributes’ are not up to standard.

48. Give three reasons to illustrate the importance of time management standards to an organisation.

- Are integral to prioritising work, tasks and activities
- Are directly related to service provision in terms of delivering required products/services:
 - On time
 - When expected/scheduled
- Can define the relationship and the respect the organisation has for/with its external customers – that is:
 - Customers are respected and valued in goods/services are delivered in a timely manner/when promised
 - Customers are not respected and valued when things are late or delivered in a haphazard fashion
- Often provide the basis for ordering the sequence of work which is to take place – by relying on ‘other things’ being completed by a set time so *this* task can be completed
- Are commonly central to many industry contracts – meaning customers may be able to take legal action if agreed timelines are not met
- Form the basis of all/most of what happens in the industry – for example:

49. Identify four topics to which industry time management standards might apply.

- Punctuality and attendance
- Preparedness to work reasonable overtime
- Adherence to advertised times
- Completing timesheets
- Personal management of time
- Providing sufficient notice
- Addressing time wasting activities.

50. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

No model answer.

51. Describe four activities inherent in organising the implementation of time management standards

- Providing physical and financial resources necessary to allow work to be completed in the assigned time
- Trialling and (where necessary) revising draft documents
- Arranging checking of draft documents by industry peak bodies and/or agencies
- Preparing completed examples of final documents
- Identifying and scheduling monitoring activities.

52. Identify four activities that might apply to monitoring the implementation of time management standards.

- Set benchmarks for times in which nominated services are to be completed
- Set targets for completion of specified work
- Compare 'actual' times against benchmarks and/or target times
- Check whether or not quality of service provision has suffered (or improved) as a result of timelines being applied
- Measure time taken for activities
- Check team understanding of requirements
- Check practical implementation of requirements
- Check the training being delivered to help staff complete work in given times
- Verify provision of required documents for team members
- Talk to stakeholders
- Check feedback received
- Keeping in touch with bodies who established the industry standards.

53. Give four examples of possible recommendations which may be made for making improvements to compliance requirement standards within an organisation.

- Amending the time allocated to certain tasks
- Changing arrival and departure times
- Altering opening and closing times
- Updating practices to make them more efficient
- Revising sequencing of activities to eliminate waiting times/delays
- Training staff
- Allocating more staff to certain areas/jobs at certain times to reduce waiting times/delays
- Informing team members time wasting activities will not be tolerated
- Prioritising/re-prioritising time management to reflect/better reflect organisational goals
- Reducing or eliminating non-essential work from workplace tasks.

54. Give three reasons to illustrate the importance of compliance requirement standards to an organisation.

Failure to comply:

- Can result in a law being broken – meaning:
 - The organisation may be fined or have other penalties given to it
 - Owners/ management may be found guilty of an offence and be prosecuted
- May mean a contract has been breached – meaning:
 - The other party might be able to sue for damages
 - The other party may take the organisation to court to get an injunction
- Could result in the business being de-registered or closed down by the authorities
- Will damage the positive relationships an organisation has with its joint-venture partners or agents
- Can reduce public/customer confidence in the organisation.

55. Identify four topics to which industry compliance requirement standards might apply.

- Health, safety and welfare
- Risk management
- Emergency management
- Compliance with regulators' requirements
- Records and data management
- Contracts and agreements.

56. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

No model answer.

57. Describe four activities inherent in planning the implementation of industry compliance standards

- Determining necessary industry compliance standards/requirements – as required:
 - Under legislation
 - By individual regulators
- Identifying team-specific requirements that need to be addressed – in relation to, for example training needed for them to learn:
 - Compliance obligations
 - Techniques/protocols to enable compliance
- Developing written statements – that specify exact actions required by:
 - The organisation and/or team
 - Individuals within the business/team
- Liaising with authorities and agencies – to:
 - Determine requirements
 - Identify compliance protocols
- Scheduling recurring requirements – so they are not overlooked, in terms of actions such as:
 - Paying fees and charges
 - Completing and forwarding paperwork
 - Registering and/or registering the business and/or workers.

58. Identify four activities that might apply to monitoring the implementation of industry compliance standards.

- Double-check contents of documentation forwarded to agencies/authorities and relevant other third parties
- Verify required actions have been undertaken on/by the prescribed date
- Obtain and/or store or file proof (such as receipts for payments made; acknowledgement of receipt of online notifications) of taking action to meet compliance requirements
- Check with authorities/agencies and other third parties that the actions being taken by the organisation/team is, indeed, compliant
- Conduct scheduled/formal workplace compliance inspections
- Undertake supplementary informal workplace 'spot' checks and observations of team member actions/performance
- Check team understanding of requirements – which may entail:
 - Questioning them about standards that apply
 - Conducting 'spot tests'
- Verify provision of required documents for team members – to help them meet compliance obligations
- Attend information meetings conducted by agencies/authorities
- Read information and updates supplied by agencies/authorities – including reports forwarded to the business following an audit, inspection, incident or other event.

59. Give four examples of possible recommendations which may be made for making improvements to industry compliance standards within an organisation.

- Inviting inspectors/officers from agencies and authorities to visit the workplace and talk to management and teams about compliance requirements
- introducing new/different workplace inspection and/or audit routines and regimes
- Revising operational protocols to make them compliant/more compliant
- Purchasing resources to underpin enhanced levels of compliance
- Developing new or revised inspection or other operational schedules
- Training team members as required to assist with meeting compliance demands
- Adding extra staff to nominated activities so the potential for compliance in those tasks is increased/optimised
- Outsourcing activities that the organisation/team has shown it is unable to discharge in a compliant manner
- Withdrawing the organisation or the team from activities where it has proved to be difficult, expensive or impossible to meet compliance standards.

60. Give three reasons to illustrate the importance of ethical behaviour standards to an organisation.

Failure to comply:

- Can result in a law being broken
- May result in the organisation being refused permission to join an industry body or scheme (or being ejected from it if they are already a member)
- Often adversely impacts the image and brand of the business
- Will damage the positive relationships an organisation has with all its external stakeholders – which can manifest itself as:
 - Anger from customers about the way they have been treated or the way the organisation/staff have acted
 - Unwillingness of other businesses to work with, support or send business to the organisation
 - Extra attention being paid to the organisation by government authorities, agencies and regulatory bodies.

61. Identify four topics to which industry ethical behaviour standards might apply.

- Honesty
- Operational policies
- Environmental issues
- Corporate citizenship
- Transparency and accountability.

62. Select one of the topics given in the answer to the previous question and provide examples of what might apply.

No model answer.

63. Describe four activities inherent in controlling the implementation of ethical behaviour standards

- Disciplining team members for failing to comply with stated requirements
- Providing additional, refresher or top-up training to team members who request/need it
- Actively investigating claims or known instances where required ethical standards/behaviour have not been met
- Checking to ensure required behaviour is demonstrated as and when required
- Maintaining records of complaints and compliments relating to ethical behaviour
- Authorising release of team members to attend required training
- Allocating resources to underpin and enable standards to be met
- Checking team member adherence to requirements
- Monitoring the implementation of ethical behaviour requirements
- Making recommendations for improvement/s to ethical behaviour requirements/industry standards.

64. Identify four activities that might apply to monitoring the implementation of ethical behaviour standards.

- Check complaints and compliments received
- Observe team members at work – interaction with internal and external customers
- Review quotations and advertisements prepared by the team/organisation
- Participate in tours to gain first-hand experience of implementation of sustainable tourism and environmentally-sensitive practices
- Approach customers to solicit their views on the ethical behaviour being demonstrated by team members towards them
- Check with authorities/agencies and industry bodies to ensure behaviour of staff/the organisation complies with their ethical behaviour requirements
- Conduct scheduled/formal workplace observations and inspections
- Undertake supplementary informal workplace ‘spot’ checks and observations of team member actions/performance
- Check team understanding of requirements – which may entail:
 - Questioning them about standards that apply
 - Conducting ‘spot tests’
- Verify provision of required documents for team members – to help them meet ethical behaviour standards
- Attend information meetings conducted by agencies/authorities and industry bodies and schemes
- Read information and updates which impact on required ethical behaviour standards – supplied by agencies/authorities and relevant other third parties.

65. Give four examples of possible recommendations which may be made for making improvements to ethical behaviour standards within an organisation.

- Inviting inspectors/officers from agencies and authorities to visit the workplace and talk to management and teams about ethical conduct and related requirements and practice
- introducing new or different workplace behaviour standards
- Changing advertisements and training to make them align (more/better) with requirements
- Revising operational protocols to make them more environmentally sensitive or sustainable
- Training team members as required to assist with meeting required ethical behaviours
- Revising handouts or other materials provided to customers (or other third parties) that have been identified as containing errors, untruths or omissions which can be seen as misleading or deceptive
- Seeking comment from stakeholders regarding their current expectations of employee ethical behaviour as they may have changed over time and/or as they may vary dependent on situations and conditions.

66. Identify three generic classifications of 'other standards' that team leaders may have to implement/comply with.

- Standards specific to individual industry sectors
- Standards specific to individual enterprises
- Standards specific to individual situations.

67. List the three factors that commonly provide the basis for the need to comply with 'other standards'.

- The nature of the industry and business
- Decisions made by owners or senior management about the operation of the business – based on personal preference and/or considerations relating to the concepts of Duty of Care and Due Diligence
- Commercial arrangements an enterprise may have entered into.

68. Explain three ways of determining if there is a need to comply with 'other standards'.

- Develop a comprehensive knowledge and understanding of the industry, its products and services, customer expectations and the legislated responsibilities that apply
- Talk to senior managers and owners of the business – and read all the operational protocols (policies, procedures, checklists, work practices, performance criteria and similar) that have been approved for implementation
- Obtain and read copies of all commercial agreements by which the organisation is bound and has an obligation (moral or legal) to comply.

69. Identify four activities that might apply to monitoring the implementation of 'other standards'.

- Observe staff performances at times when conditions which trigger implementation of the other standards have occurred
- Capture feedback from customers at times when they are receiving products and service from team members under 'other standards' conditions
- Talk to representatives of organisations with whom the business has developed commercial arrangements
- Compare actual workplace performance of other standards against the legislation it is expected to comply with
- Calculate the expenses involved in order to comply with other standards to identify their cost-effectiveness
- Undertake formal research to determine what action is being taken in this regard by competitors
- Communicate with relevant government agencies/authorities and industry peak bodies
- Analyse relevant sales and operational performance data as it applies to the periods when the other standards are being implemented
- Speak with team members who have implemented the required other standards.

70. Give four examples of possible recommendations which may be made for making improvements to 'other standards' within an organisation.

- Withdrawing from nominated commercial agreements
 - Negotiating changed terms/conditions to certain commercial arrangements
 - Meeting with relevant third parties to discuss and explain difficulties experienced in meeting the standards they require, seeking their input as to how more positives and mutually acceptable outcomes can be achieved
 - Employing staff with new/revised skills, knowledge and experience or providing training to provide those requirements
 - Engaging more staff to deliver products/services which actually meet customer (or other externally imposed) expectations
 - Refining existing standards (as opposed to removing or making major changes to them)
 - Introducing new standards.
-

Observation checklist

Student name	
Assessor name	
Location/venue	
Unit of competency	Apply industry standards to team supervision D2.TRM.CL9.01
Dates of observation	
Instructions	<ol style="list-style-type: none"> 1. Over a period of time observe the student completing each of the following tasks: <ol style="list-style-type: none"> a) Define the context of team supervision b) Apply service provision industry standards to team supervision c) Apply training and professional development industry standards to team supervision d) Apply documentation presentation industry standards to team supervision e) Apply visitor and tour group member behaviour industry standards to team supervision f) Apply personal attributes industry standards to team supervision g) Apply time management industry standards to team supervision h) Apply compliance requirement industry standards to team supervision i) Apply ethical behaviour industry standards to team supervision j) Apply relevant other industry standards to team supervision 2. Enter the date on which the tasks were undertaken 3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise 4. Complete the feedback sections of the form, if required.

Did the candidate	Yes	No
Element 1: Define the context of team supervision		
Identify the members of the team	<input type="checkbox"/>	<input type="checkbox"/>
Explain the rationale for applying industry standards in the workplace	<input type="checkbox"/>	<input type="checkbox"/>
Identify the results of failing to comply with identified industry standards	<input type="checkbox"/>	<input type="checkbox"/>
Describe the role of the supervisor in applying industry standards within the team	<input type="checkbox"/>	<input type="checkbox"/>
Describe the rights and responsibilities of team members in relation to industry standards	<input type="checkbox"/>	<input type="checkbox"/>
Describe team objectives in relation to the implementation of industry standards	<input type="checkbox"/>	<input type="checkbox"/>
Element 2: Apply service provision industry standards to team supervision		
Describe industry standards relating to service provision as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of service provision industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to service provision industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Element 3: Apply training and professional development industry standards to team supervision		
Describe industry standards relating to training and professional development as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of training and professional development industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to training and professional development industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Element 4: Apply documentation presentation industry standards to team supervision		
Describe industry standards relating to documentation presentation as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of document presentation industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to document presentation industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>

Did the candidate	Yes	No
Element 5: Apply visitor and tour group member behaviour industry standards to team supervision		
Describe industry standards relating to visitor and tour group member behaviour as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of visitor and tour group member behaviour industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to visitor and tour group member behaviour industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Element 6: Apply personal attributes industry standards to team supervision		
Describe industry standards relating to personal attributes as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of personal attributes industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to personal attributes industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Element 7: Apply time management industry standards to team supervision		
Describe industry standards relating to time management as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of time management industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to time management industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Element 8: Apply compliance requirement industry standards to team supervision		
Describe industry standards relating to compliance requirements as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of compliance requirement industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to compliance requirement industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Element 9: Apply ethical behaviour industry standards to team supervision		
Describe industry standards relating to ethical behaviour as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of ethical behaviour industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to ethical behaviour industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>

Did the candidate	Yes	No
Element 10: Apply relevant other industry standards to team supervision		
Describe relevant other industry standards as they apply to the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Monitor the implementation of relevant other industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Recommend improvements to relevant other industry standards within the host enterprise workplace	<input type="checkbox"/>	<input type="checkbox"/>
Did the student's overall performance meet the standard?	<input type="checkbox"/>	<input type="checkbox"/>

Feedback to student and trainer/assessor**Strengths:****Improvements needed:****General comments:**

Candidate signature		Date	
Assessor signature		Date	

Third Party Statement

Student name:			
Name of third party:		Contact no:	
Relationship to student:	<input type="checkbox"/> Employer <input type="checkbox"/> Supervisor <input type="checkbox"/> Colleague <input type="checkbox"/> Other Please specify: _____ – Please do not complete the form if you are a relative, close friend or have a conflict of interest]		
Unit of competency:	Apply industry standards to team supervision D2.TRM.CL9.01		
<p>The student is being assessed against industry competency standards and we are seeking your support in the judgement of their competence.</p> <p>Please answer these questions as a record of their performance while working with you.</p> <p>Thank you for your time.</p>			

Do you believe the trainee has demonstrated the following skills?<i>(tick the correct response)</i>	Yes	No	Not sure
Identifies team members and describes role of supervisor, rights and responsibilities of teams and team objectives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explains rationale for applying industry standards to team supervision and identifies results of failing to comply with same	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describes, applies, monitors and recommends improvements to service provision industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describes, applies, monitors and recommends improvements to training and professional development industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describes, applies, monitors and recommends improvements to document presentation industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describes, applies, monitors and recommends improvements to visitor and tour group behaviour industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describes, applies, monitors and recommends improvements to personal attributes industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describes, applies, monitors and recommends improvements to time management industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you believe the trainee has demonstrated the following skills? <i>(tick the correct response)</i>	Yes	No	Not sure
Describes, applies, monitors and recommends improvements to compliance requirement industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describes, applies, monitors and recommends improvements to ethical behaviour industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Describes, applies, monitors and recommends improvements to relevant other industry standards to team supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/feedback from Third Party to Trainer/Assessor:

Third party signature:	Date:
-------------------------------	--------------

Send to:

Competency recording sheet

Name of Student		
Name of Assessor/s		
Unit of Competency	Apply industry standards to team supervision	D2.TRM.CL9.01
Date assessment commenced		
Date assessment finalised		
Assessment decision	Pass Competent / Not Yet Competent (Circle one)	
Follow up action required (Insert additional work and assessment required to achieve competency)		
Comments/observations by assessor/s		

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 1: Define the context of team supervision						
Identify the members of the team						
Explain the rationale for applying industry standards in the workplace						
Identify the results of failing to comply with identified industry standards						
Describe the role of the supervisor in applying industry standards within the team						
Describe the rights and responsibilities of team members in relation to industry standards						
Describe team objectives in relation to the implementation of industry standards						
Element 2: Apply service provision industry standards to team supervision						
Describe industry standards relating to service provision as they apply to the host enterprise workplace						
Monitor the implementation of service provision industry standards within the host enterprise workplace						
Recommend improvements to service provision industry standards within the host enterprise workplace						

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 3: Apply training and professional development industry standards to team supervision						
Describe industry standards relating to training and professional development as they apply to the host enterprise workplace						
Monitor the implementation of training and professional development industry standards within the host enterprise workplace						
Recommend improvements to training and professional development industry standards within the host enterprise workplace						
Element 4: Apply documentation presentation industry standards to team supervision						
Describe industry standards relating to documentation presentation as they apply to the host enterprise workplace						
Monitor the implementation of document presentation industry standards within the host enterprise workplace						
Recommend improvements to document presentation industry standards within the host enterprise workplace						

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 5: Apply visitor and tour group member behaviour industry standards to team supervision						
Describe industry standards relating to visitor and tour group member behaviour as they apply to the host enterprise workplace						
Monitor the implementation of visitor and tour group member behaviour industry standards within the host enterprise workplace						
Recommend improvements to visitor and tour group member behaviour industry standards within the host enterprise workplace						
Element 6: Apply personal attributes industry standards to team supervision						
Describe industry standards relating to personal attributes as they apply to the host enterprise workplace						
Monitor the implementation of personal attributes industry standards within the host enterprise workplace						
Recommend improvements to personal attributes industry standards within the host enterprise workplace						

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 7: Apply time management industry standards to team supervision						
Describe industry standards relating to time management as they apply to the host enterprise workplace						
Monitor the implementation of time management industry standards within the host enterprise workplace						
Recommend improvements to time management industry standards within the host enterprise workplace						
Element 8: Apply compliance requirement industry standards to team supervision						
Describe industry standards relating to compliance requirements as they apply to the host enterprise workplace						
Monitor the implementation of compliance requirement industry standards within the host enterprise workplace						
Recommend improvements to compliance requirement industry standards within the host enterprise workplace						

Element & Performance Criteria	Observation of skills	3rd Party Statement	Oral Questions	Written Questions	Work Projects	Other
Element 9: Apply ethical behaviour industry standards to team supervision						
Describe industry standards relating to ethical behaviour as they apply to the host enterprise workplace						
Monitor the implementation of ethical behaviour industry standards within the host enterprise workplace						
Recommend improvements to ethical behaviour industry standards within the host enterprise workplace						
Element 10: Apply relevant other industry standards to team supervision						
Describe relevant other industry standards as they apply to the host enterprise workplace						
Monitor the implementation of relevant other industry standards within the host enterprise workplace						
Recommend improvements to relevant other industry standards within the host enterprise workplace						
Candidate signature:			Date:			
Assessor signature:			Date:			

William
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& hospitality



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