

TRAINEE EVIDENCE GUIDE FOR

Unit Standard 23760

Work in a team on a tourism workplace task or project Level 3, Credit 3 , Version 1

This evidence guide aims to assist you in preparing for assessment of this unit standard. It outlines the requirements for each element in the unit standard and the knowledge you need to have before you are assessed.

Purpose of the unit standard:

People accredited with this unit standard are able to work in a team on a tourism workplace task or project.

Special notes from the unit standard

This unit standard has been designed for assessment against in a tourism workplace. Evidence of competency in this unit standard cannot be demonstrated under simulated conditions in a training provider environment

In this Unit Standard *tourism workplace* refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers

Team refers to a group of two or more people , one of whom has formal authority to act as leader, working to achieve a common workplace goal or objective, with the team having collective responsibility for the outcome.

Workplace task or project refers to a discrete workplace activity in the normal course of business or workplace duties and/or responsibilities, which have defined beginning and end point, which requires the contribution of more than one person, and for which the team has collective responsibility for the outcome.

Tourism workplace expectations refers to those outlined in a job description, tourism workplace policies and procedures manual, or equivalent.

Workplace objectives incorporates the vision, the mission statement, and business objectives of the workplace.

Resources

The following resources may be useful when completing this assessment:

- Personal Job Description
- Workplace policies and procedures manual
- Copy of your performance appraisal

Summary of Evidence Requirements

- Verbal answers
- Written answers
- Letters of attestation

- Assessor observation

Instructions:

All tasks are to be carried out in accordance with enterprise requirements, the enterprise being the workplace setting the standards required.

Read through the checklist on the following pages; if you can confidently tick all the boxes then you are ready to be assessed. If not, you will need to complete additional work before you are assessed.

The column labelled *evidence* is there for you to make notes about the type of evidence you are going to supply. This is optional.

If you are unsure of any requirements you may contact your assessor or workplace mentor for further clarification.

Evidence Checklist for US 23760

| ☑ | Performance criteria | Evidence |
|-----|--|----------|
| | Element 1. Work in a team on a tourism workplace task or project | |
| 1.1 | <p>Your personal behaviour within the team will need to meet with your workplace expectations. This includes (but is not limited to):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Demonstrates positive behaviour <input type="checkbox"/> Respects differences in work and communication style between members <input type="checkbox"/> Aligns behaviour to meet tourism workplace expectations <input type="checkbox"/> Accepts collective responsibility for the outcome <input type="checkbox"/> Other (please specify) <p>You must display all aspects of personal behaviour listed in the evidence in a way which meets your workplace expectations.</p> <p>You will need to present evidence from a minimum of two (2) separate tasks or projects.</p> | |
| 1.2 | <p>You will contribute to the team performance according to your tourism workplace expectations. This includes (but is not limited to):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Achieving workplace objectives <input type="checkbox"/> Achieving objectives within set timeframes and/or guidelines <input type="checkbox"/> Operating within identified health and safety requirements <input type="checkbox"/> Accepting individual responsibility for delegated tasks <input type="checkbox"/> Others (please specify) <p>You must contribute to team performance to ensure all listed workplace expectations are met.</p> <p>You will need to present evidence from a minimum of two (2) separate tasks or projects.</p> | |