Workplace Learning Record

VCE VET Events and Tourism

SIT20122 Certificate II in Tourism

**Student name:**

Authorised and published by the Victorian Curriculum and Assessment Authority  
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East Melbourne VIC 3002

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Structured Workplace Learning Recognition

[VCE Structured Workplace Learning Recognition for VET](https://www.vcaa.vic.edu.au/curriculum/vce/vce-study-designs/SWLRforVET/Pages/Index.aspx) provides students with the opportunity to gain credit towards their VCE (including the VCE VM) or VPC by undertaking a Structured Workplace Learning (SWL) placement that is aligned to their VE1 VCE VET program or VE2 School-based Apprenticeship or Traineeship (SBAT).

To receive credit, students are required to demonstrate satisfactory achievement of the outcomes for the relevant unit of the *VCE Structured Workplace Learning Recognition for VET* study design.

Students must maintain a Workplace Learning Record (WLR) for each placement. In the WLR students must reflect on a minimum of six units of competency (UoCs) from their program, including a workplace health and safety (WHS) UoC.

About this workplace learning record

Students undertaking this study must maintain a Workplace Learning Record (WLR) related to the SWL placement for recording, authentication and assessment purposes.

Student reflections on their SWL placement are to be recorded in the three sections of this WLR to document the skills and knowledge learned, employability skills developed, and industry experience gained relating to the VET qualification being undertaken.

Students must undertake a work placement in a different workplace setting or context for each VCE unit and maintain a separate WLR per placement.

The WLR is divided into three sections.

**Section 1**: Learner profile

**Section 2**: Learning about VET units of competency (UoCs) in the workplace

**Section 3**: Post-placement reflections

Please complete the details of your workplace.

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

|  |  |
| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

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| --- | --- |
| **Employer/Company/Business** |  |
| **Supervisor name** |  |
| **Contact phone number** |  |

Section 1: Learner profile

Complete the learner profile and discuss this with your host employer on or before your first day of SWL placement.

|  |  |
| --- | --- |
| **Student Name** |  |
| **School** |  |
| **Phone number** |  |
| **Email** |  |
| **Explain why you decided to undertake this VET certificate?** | |
|  | |
| **List the other studies that you are undertaking.** | |
|  | |
| **Explain why you have chosen this overall program.** | |
|  | |
| **Outline what interests you about the industry.** | |
|  | |
| **What is your planned career path or future career aspiration?** | |
|  | |
| **Describe any workplace skills you have developed through previous work experience, SWL or part time employment.** | |
|  | |
| **How have you developed these skills?** | |
|  | |

Section 2: Learning about VET units of competency in the workplace

This section of the WLR will contain three key questions per unit of competency (UoC) designed to draw out related experiences you may be exposed to in a workplace.

This does not cover all the elements or performance criteria within the units and is not designed as a UoC assessment tool.

You should comment on the UoCs you have experienced in the workplace and reflect on actual observations or activities that you have been exposed to. Your observations will:

* reinforce the training you have undertaken
* identify differences in practice or equipment
* identify areas requiring further training or practical experience.

You are encouraged to take photos and/or video where appropriate to showcase learning in the workplace. Evidence you collect can include:

* observations
* descriptions of activities and tasks
* conversations with employers and other staff
* participation in meetings
* workplace documents
* research in the workplace
* photos of equipment/processes/events
* video of workplace activities.

**Note**: please speak to your host employer before taking photos or video. Do not use the names or details of any clients/stakeholders external to the organisation/other. This record does not require identifying actual people or events, as this may breach confidentiality.

Program outline

SIT20122 Certificate II in Tourism

The compulsory UoCs and a selection of electives are listed in the table below. You may list any additional UoC(s) relating to your experiences in the workplace in the table. Indicate the year in which you are undertaking each UoC. You must reflect on a minimum of six UoCs from your program, including a workplace health and safety (WHS) UoC.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| UoC code | UoC title | Nominal hours | Year | Page |
| **Work, Health and Safety** | | | | |
| SITXWHS005 | Participate in safe work practices | 12 |  | 9 |
| **Compulsory** | | | | |
| SITTIND003 | Source and use information on the tourism and travel industry | 25 |  | 10 |
| SITXCCS009 | Provide customer information and assistance | 20 |  | 11 |
| SITXCCS011 | Interact with customers | 20 |  | 12 |
| SITXCOM007 | Show social and cultural sensitivity | 20 |  | 13 |
| **Elective** | | | | |
| BSBCMM211 | Apply communication skills | 40 |  | 14 |
| BSBPEF202 | Plan and apply time management | 20 |  | 15 |
| CUAEVP211 | Assist with the staging of public activities and events | 50 |  | 16 |
| SIRXSLS001 | Sell to the retail customer | 20 |  | 17 |
| SITHFAB025 | Prepare and serve espresso coffee | 30 |  | 18 |
| SITTTVL001 | Access and interpret product information | 65 |  | 19 |
|  |  |  |  |  |
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Reflect on the UoCs you have experienced in the workplace on the following pages.

VCE VET units of competency

SITXWHS005 - Participate in safe work practices

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you find out about the work health and safety practices in your workplace? |  |
| What WHS signage was used in the workplace?  Describe the personal protective clothing or equipment (PPE) you had to use and wear in your workplace. |  |
| What were the emergency evacuation procedures and were you trained in these? |  |

SITTIND003 - Source and use information on the tourism and travel industry

This unit describes the performance outcomes, skills and knowledge required to source and use current and emerging information on the tourism and travel industry

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you identify and access sources of information about the structure and operation of the tourism and travel industry? |  |
| Describe how you used information on current and emerging tourism products and services to assist with your operational duties. |  |
| How did you integrate knowledge of new technologies into your daily work activities to enhance performance? |  |

SITXCCS009 - Provide customer information and assistance

This unit describes the performance outcomes, skills and knowledge required to provide customers with information and assistance on facilities, products and services.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you source and access information on the facilities, products, and services offered by your workplace? |  |
| Provide an example of how you assisted or instructed customers in using equipment or facilities, ensuring safety requirements were met. |  |
| What methods did you use to identify the information and assistance needs of customers, including those with special needs? |  |

SITXCCS011 - Interact with customers

This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe how you greeted and served customers according to your workplace's customer service standards. |  |
| Provide an example of how you explained and matched products or services to customer needs. |  |
| Describe a situation where you resolved a routine customer problem and escalated more complex issues as needed. |  |

SITXCOM007 - Show social and cultural sensitivity

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline the communication techniques you observed in the workplace that were non-discriminatory. |  |
| How did the workplace consider different communication styles to ensure they were meeting social and cultural conventions? |  |
| How did staff overcome language or other barriers when communicating with customers? |  |

BSBCMM211 - Apply communication skills

This unit describes the skills and knowledge required to apply basic communication skills in the workplace, including identifying, gathering and conveying information along with completing assigned written information.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe the verbal and non verbal skills you applied when working with colleagues |  |
| What sorts of writing did you have to do as part of your work? |  |
| What feedback about your written or verbal communication did you receive? What was the result? |  |

BSBPEF202 - Plan and apply time management

This unit describes the skills and knowledge required to implement time management processes to organise and complete work tasks. It also addresses skills and knowledge to seek and review feedback for performance improvement regarding time management and use technology appropriate to the task.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Outline how you set about organising your work schedule each day. |  |
| Describe a situation where you took responsible action to improve the daily operation of the workplace. |  |
| How was feedback received, both individually and as a member of a team? |  |

CUAEVP211 - Assist with the staging of public activities and events

This unit describes the skills and knowledge required to complete a range of tasks associated with setting up and staging public activities or events.

It applies to individuals who provide basic assistance at any type of public activity or event while under direct supervision.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| What was your role and responsibilities in the preparation activities for the event? |  |
| Describe the process of setting up for the event |  |
| How did you identify and resolve an event related problem, and what steps did you take to communicate with your supervisor and colleagues? |  |

SIRXSLS001 - Sell to the retail customer

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How did you interact with customers and what were the types of communication that you used to initiate a sale? |  |
| What were three techniques used by staff to close a sale or recommend certain products? |  |
| How did the business promote customer loyalty and repeat sales? |  |

SITHFAB025 - Prepare and serve espresso coffee

This unit describes the performance outcomes, skills and knowledge required to extract and serve espresso coffee beverages using commercial espresso machines and grinders.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| How was the coffee workstation organised in the workplace? |  |
| Were you trained in making espresso coffees and allowed to use the machine?  What types of coffee did you make? |  |
| What was the daily cleaning procedure for the coffee machine? |  |

SITTTVL001 - Access and interpret product information

This unit describes the performance outcomes, skills and knowledge required to access product information about travel products to fulfil sales or operational needs. It requires the ability to identify sources of information and to interpret specific details of the products.

|  |  |
| --- | --- |
| Respond to the following | Comments/observations |
| Describe how you accessed information on the product to help you understand it's features? |  |
| How did you interpret jargon or specification in the product information to help you sell the product? |  |
| How would you keep your knowledge of these products up to date? |  |

Comments/observations on any other UoCs not listed

|  |  |
| --- | --- |
| UoCs | Comments/observations |
|  |  |

Section 3: Student post-placement reflection

Employability skills are a set of eight skills we use every day in the workplace.

1. Communication
2. Teamwork
3. Problem solving
4. Self-management
5. Planning and organising
6. Technology
7. Learning
8. Initiative and enterprise

When you are on work placement, you will be using employability skills in many ways.

This record will assist you when applying for jobs and in interviews. The skills you are developing may be transferred to a range of occupations.

In Section 3, identify the employability skills you have used and how you have demonstrated them in the workplace. Identify how the skills you have acquired and used during your 80 hours of SWL might assist you in the future.

List of employability skills

How did you demonstrate **communication skills**? For example, by listening and understanding, speaking clearly and directly, or reading and writing.

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|  |

How did you demonstrate **teamwork**? For example, by working as part of a team or sharing ideas and resources with co-workers.

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|  |

How did you demonstrate **problem solving**? For example, by identifying problems or developing solutions to workplace issues.

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How did you demonstrate **self-management**? For example, by taking responsibility, managing time and tasks effectively, monitoring your own performance or having the ability to work unsupervised.

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How did you demonstrate **planning and organising**? For example, by time management, setting priorities, making decisions, setting goals, collecting, or analysing and organising information.

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How did you demonstrate the use of **technology**? For example, by being prepared to use a range of technology systems, IT skills (typing or data entry), or being able to learn new skills from the technology used in this industry.

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How did you demonstrate **learning**? For example, by being willing to learn new things, being open to new ideas or adapting to change.

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How did you demonstrate **initiative and enterprise**? For example, being creative, adapting to new situations, turning ideas into actions, coming up with a variety of options.

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Summary of industry learning

At the conclusion of your SWL for this VET qualification, think about the experiences you have had in the workplace, your reflection of learning against the UoCs and the employability skills you have developed.

How will these learnings assist you in your pathway to employment or further training in this industry?

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| --- |
|  |

Student declaration

I confirm that I have undertaken work placement with:

|  |  |  |
| --- | --- | --- |
| **Employer/Company/Business name** | **Dates of placement** | **Total hours of placement** |
|  |  |  |
|  |  |  |
|  |  |  |
| **TOTAL** |  |  |

I have completed the reflections and evidence submitted in this WLR and they are from my own experiences.

**Signed** (Student)

**Name**

**Date**