



Tourism Occupational Skill Standard Development In The APEC Region - Stage IV

**Book 2/1
APEC Skill Standards
Assessment Materials-
Chapter 1 General Units**

**APEC PROJECT NO. TWG - 01/2005
NOVEMBER 2006**



**Asia-Pacific
Economic Cooperation
Tourism working Group**



Asia-Pacific
Economic Cooperation
Tourism working Group

ROAM
ASIA PACIFIC
WORKPLACES
WITH
APEC Skill Standards

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Tourism Occupational Skill Standards Development in the APEC Region – Stage IV



Asia-Pacific
Economic Cooperation
Tourism working Group

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APEC Skill Standards Assessment Materials
– General Units
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Book 2/2 :
APEC Skill Standards Assessment Materials
– General Vocational Units
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Book 2/3 :
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Book 2/4 :
APEC Skill Standards Assessment Materials
– Tour & Travel Business Units
ISBN-10: 981-05-7118-6
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Book 3 :
APEC Skill Standards Assessor
Program Handbook
ISBN-10: 981-05-7119-4
ISBN-13: 978-981-05-7119-1
APEC # 206-TO-01.8

Book 4 :
APEC Skill Standards Organization Structure &
Miscellaneous
ISBN-10: 981-05-7130-5
ISBN-13: 978-981-05-7130-6
APEC # 206-TO-07.9

**TOURISM OCCUPATIONAL SKILL
STANDARD DEVELOPMENT
IN THE APEC REGION – STAGE IV
APEC PROJECT NO. TWG 01/2005**

**ASIA PACIFIC ECONOMIC COOPERATION
TOURISM WORKING GROUP**

APEC Project TWG 01/2005

**Tourism Occupational Skill Standards Development in the APEC Region – Stage IV
Book 2/1 : APEC Skill Standards Assessment Materials – General Units**

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APEC Secretariat

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Promedia - Jakarta

BOOK 2/1
APEC SKILL STANDARD
ASSESSMENT FILE
General Units

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standard Development – Stage IV

EMPOWER Associates, Consultant

This set of 4 books is specially written for easy reference in the preparation of APEC Skill Standard Assessment by Certified APEC SS Assessor. The first book (Book 2 / 1) contains Assessment Materials for all General Units (Chapter 1). The second book (Book 2 / 2) contains Assessment Materials for all General Vocational Units (Chapter 2). The third book (Book 2 / 3) contains Assessment Materials for all Hospitality Vocational Units (Chapter 3) and the fourth book (Book 2 / 4) contains Assessment Materials for all Tour & Travel Business Units (Chapter 4).

However, this set of Assessment Materials Books should not hinder you from accumulating your own references for the assessment process such as Bank of Questions, Simulation scenarios, Study cases etc.

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ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

<p>ASSESSMENT FILE BY UNITS CHAPTER 1.01 - GENERAL CORE (13 Units)</p>

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
1.01.01.05	Work with colleagues and customers	4	6+7+2+8 = 23
1.01.02.05	Work in a socially diverse environment	2	4+5 = 9
1.01.03.05	Follow health, safety and security procedures	3	3+4+2+2 = 11
1.01.04.05	Follow workplace hygiene procedures	2	2=2 = 4
1.01.05.05	Tidy and maintain workplace station	2	7+7 = 14
1.01.06.05	Handle one point information system	4	6+4+2+ 5 = 17
1.01.07.05	Provide company products information	2	4+4 = 8
1.01.08.05	Communicate on the telephone	2	9+5 = 14
1.01.09.05	Perform clerical procedures	3	3+4+2 = 9
1.01.10.05	Follow operational and/or organizational changes	2	3+4 = 7
1.01.11.05	Provide basic country information	2	4+3 = 7
1.01.12.05	Provide information on APEC Skill Standard	2	1+2 = 3
1.01.13.05	Provide first aid	4	3+2+2=2 = 9
	Total 13 units	34	107

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.01.05 - WORK WITH COLLEAGUES AND CUSTOMERS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Communicate in the workplace 1) Communications with customers and colleagues are conducted in an open, professional and friendly manner. 2) Appropriate language and tone is used. 3) Effect of personal body language is considered. 4) Sensitivity to cultural and social differences is shown. 5) Active listening and questioning are used to ensure effective two way communications. 6) Potential and existing conflicts are identified and solutions sought with assistance from colleagues where required.</p> <p>Element 2 – Provide assistance to colleagues and customers 1) Customers needs and expectations, including those with specific needs, are correctly identified and appropriate products and services are provided. 2) All communications with customers are friendly and courteous. 3) All reasonable needs and requests of customers are met within acceptable enterprise timeframes. 4) Opportunities to enhance the quality of service are identified and taken whenever possible. 5) Customer dissatisfaction is promptly recognized and action taken to resolve the situation according to individual level of responsibility and enterprise procedures. 6) Customer complaints are handled positively, sensitively and politely. 7) Complaints are referred to the appropriate person to follow up in accordance with individual level of responsibility.</p> <p>Element 3 – Maintain personal and work area presentation standards High standards of personal presentation are practiced with consideration of: a. work location, b. health and safety issues, c. impact on different types of customers and d. specific presentation requirements for particular work function. 2) Work area and equipment are left in clean and ready-to-use condition when leaving at the end of working shift.</p> <p>Element 4 – Work in a team 1) Trust, support and respect is shown to team members in day to day activities. 2) Cultural differences within the team are accommodated. 3) Work team goals are jointly identified. 4) Individual tasks are identified, prioritized, and completed within designated timeframes. 5) Assistance is sought from other team members when required. 6) Assistance is offered to colleagues to ensure designated work goals are met. 7) Feedback and information from other team members is acknowledged. 8) Changes to individual responsibilities are re-negotiated to meet reviewed work goals.</p>	<p>UNIT VARIABLES Customers and colleagues include all colleagues and guests entering the property regardless of their purposes. Specific needs may include: disabled or handicapped individuals, unaccompanied children, matured individuals, special cultural needs, parents with babies etc.</p> <p>ASSESSMENT GUIDE* Demonstrated ability to communicate effectively with customers and colleagues, including those with special needs, with particular emphasis on listening, questioning, non verbal communications and teamwork principles. Demonstrated ability may be collected over a period of time.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	

04	Unit Assessed	APEC SS 1.01.01.05 - WORK WITH COLLEAGUES & CUSTOMERS*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.01.05 - WORK WITH COLLEAGUES & CUSTOMERS*

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Communicate in the workplace						
	1) Communications with customers and colleagues are conducted in an open, professional and friendly manner.					
	2) Appropriate language and tone is used.					
	3) Effect of personal body language is considered.					
	4) Sensitivity to cultural and social differences is shown.					
	5) Active listening and questioning are used to ensure effective two way communications.					
	6) Potential and existing conflicts are identified and solutions sought with assistance from colleagues where required.					
Element 2 – Provide assistance to colleagues and customers						
	1) Customers needs and expectations, including those with specific needs, are correctly identified and appropriate products and services are provided.					
	2) All communications with customers are friendly and courteous.					
	3) All reasonable needs and requests of customers are met within acceptable enterprise timeframes.					

	4) Opportunities to enhance the quality of service are identified and taken whenever possible.					
	5) Customer dissatisfaction is promptly recognized and action taken to resolve the situation according to individual level of responsibility and enterprise procedures.					
	6) Customer complaints are handled positively, sensitively and politely.					
	7) Complaints are referred to the appropriate person to follow up in accordance with individual level of responsibility.					
Element 3 – Maintain personal and work area presentation standards						
	High standards of personal presentation are practiced with consideration of: a. work location, b. health and safety issues, c. impact on different types of customers and d. specific presentation requirements for particular work function.					
	2) Work area and equipment are left in clean and ready-to-use condition when leaving at the end of working shift.					
Element 4 – Work in a team						
	1) Trust, support and respect is shown to team members in day to day activities.					
	2) Cultural differences within the team are accommodated.					
	3) Work team goals are jointly identified.					
	4) Individual tasks are identified, prioritized, and completed within designated timeframes.					
	5) Assistance is sought from other team members when required.					
	6) Assistance is offered to colleagues to ensure designated work goals are met.					
	7) Feedback and information from other team members is acknowledged.					
	8) Changes to individual responsibilities are re-negotiated to meet reviewed work goals.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.01.01.05 - WORK WITH COLLEAGUES & CUSTOMERS*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.02.05 - WORK IN A SOCIALLY DIVERSE ENVIRONMENT

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Communicate with customers and colleagues from diverse backgrounds 1) Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity. 2) Verbal and non verbal communications takes account of cultural differences. 3) Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person’s language. 4) Assistance from colleagues, reference books or outside organizations is obtained when required.</p> <p>Element 2 – Deal with cross cultural misunderstandings 1) Issues which may cause conflict or misunderstanding in the workplace are identified. 2) Difficulties are addressed with the appropriate people and assistance is sought from team leaders. 3) When difficulties or misunderstandings occur, possible cultural differences are considered. 4) Efforts are made to resolve the misunderstanding, taking account of cultural considerations. 5) Issues and problems are referred to the appropriate team leaders / supervisors for follow up.</p>	<p>UNIT VARIABLES Social diversity may include: race, language, age, gender, social status, disabilities, culture and customs, etc. Attempts to overcome social differences may include: greetings, directions, answer to enquiries and services, describe products and services, work ethics, personal appearance, product preferences, etc.</p> <p>ASSESSMENT GUIDE* should include demonstrated knowledge to the meaning of ‘culturally aware’, and may be collected over a period of time.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.02.05 - WORK IN A SOCIALLY DIVERSE ENVIRONMENT*
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.02.05 - WORK IN A SOCIALLY DIVERSE ENVIRONMENT*

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Communicate with customers and colleagues from diverse backgrounds						
	1) Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity.					
	2) Verbal and non verbal communications takes account of cultural differences.					
	3) Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language.					
	4) Assistance from colleagues, reference books or outside organizations is obtained when required.					
Element 2 – Deal with cross cultural misunderstandings						
	1) Issues which may cause conflict or misunderstanding in the workplace are identified.					
	2) Difficulties are addressed with the appropriate people and assistance is sought from team leaders.					
	3) When difficulties or misunderstandings occur, possible cultural differences are considered.					
	4) Efforts are made to resolve the misunderstanding, taking account of cultural considerations.					
	5) Issues and problems are referred to the appropriate team leaders / supervisors for follow up.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.01.02.05 - WORK IN A SOCIALLY DIVERSE ENVIRONMENT*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.03.05 - FOLLOW HEALTH, SAFETY AND SECURITY PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Follow workplace procedures on health, safety and security 1) Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements. 2) Breaches of health, safety and security procedures are identified and promptly reported. 3) Any suspicious behavior or occurrences are promptly reported to the designated person.</p> <p>Element 2 – Deal with emergency situations 1) Emergency and potential emergency situations are promptly recognized and required action is determined and taken with scope or individual responsibility. 2) Emergency procedures are correctly followed in accordance with enterprise procedures. 3) Assistance is promptly sought from colleagues and/or other authorities where appropriate. 4) Details of emergency situations are accurately reported in accordance with enterprise policy.</p> <p>Element 3 – Maintain safe personal presentation standards Personal presentation takes account of the workplace environment and health and safety issues including: 1) Appropriate personal grooming and hygiene. 2) Appropriate clothing and footwear.</p> <p>Element 4 – Provide feedback on health, safety and security 1) Issues requiring attention are promptly identified. 2) Issues are raised with the designated person in accordance with enterprise and legislative requirements</p>	<p>UNIT VARIABLES HSS procedures may include: emergency situations, use of personal clothing and equipment, security of documents / goods / equipment, hazard identification and control, safe sitting, lifting and handling position. Emergency situations may include: bomb threats, accidents, fire, flood, robbery and armed hold-up, earthquakes.</p> <p>ASSESSMENT GUIDE* should include demonstrated understanding of HSS in the workplace, security procedures and the potential implications of disregarding HSS procedures.</p>

**APEC SKILL STANDARD (APEC SS)
2005**

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01	Name of Candidate	xxx
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03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.03.05 - FOLLOW HEALTH, SAFETY AND SECURITY PROCEDURES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.03.05 - FOLLOW HEALTH, SAFETY AND SECURITY PROCEDURES*

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Follow workplace procedures on health, safety and security					

	1) Health, safety and security procedures are correctly followed in accordance with enterprise policy and relevant legislation and insurance requirements.					
	2) Breaches of health, safety and security procedures are identified and promptly reported.					
	3) Any suspicious behavior or occurrences are promptly reported to the designated person.					
Element 2 – Deal with emergency situations						
	1) Emergency and potential emergency situations are promptly recognized and required action is determined and taken with scope or individual responsibility.					
	2) Emergency procedures are correctly followed in accordance with enterprise procedures.					
	3) Assistance is promptly sought from colleagues and/or other authorities where appropriate.					
	4) Details of emergency situations are accurately reported in accordance with enterprise policy.					
Element 3 – Maintain safe personal presentation standards						
	Personal presentation takes account of the workplace environment and health and safety issues including: a. Appropriate personal grooming and hygiene; b. Appropriate clothing and footwear.					
Element 4 – Provide feedback on health, safety and security						
	1) Issues requiring attention are promptly identified.					
	2) Issues are raised with the designated person in accordance with enterprise and legislative requirements.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.01.03.05 - FOLLOW HEALTH, SAFETY AND SECURITY PROCEDURES*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.04.05 - FOLLOW WORKPLACE HYGIENE PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Follow hygiene procedures 1) Workplace hygiene procedures are strictly followed in accordance with enterprise standards and legal requirements. 2) Handling and storage of all items is completed in accordance with enterprise standards and legal requirements.</p> <p>Element 2 – Identify and prevent hygiene risks 1) Potential hygiene risks are promptly identified. 2) Action is taken to minimize or remove the risk within the scope of individual responsibility and in accordance with enterprise and legal requirements.</p> <p>Element 3 – Maintain safe personal presentation standards Personal presentation takes account of the workplace environment and health and safety issues including: 1) Appropriate personal grooming and hygiene. 2) Appropriate clothing and footwear.</p>	<p>UNIT VARIABLES Hygiene procedures may be related to workplace premises and equipment, desks and stationeries, storage and serving food & beverage, cleaning procedures, garbage handling and personal hygiene on the job.</p> <p>Appropriate appearance may include clothing, jewels/accessories worn, shoes, etc.</p> <p>ASSESSMENT GUIDE*: Understanding of the importance of following hygiene procedures, knowledge of practical work examples, ability to follow established procedures.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
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03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.04.05 - FOLLOW WORKPLACE HYGIENE PROCEDURES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review	

	Process	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.04.05 - FOLLOW WORKPLACE HYGIENE PROCEDURES*

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	1) Potential hygiene risks are promptly identified.					
	2) Action is taken to minimize or remove the risk within the scope of individual responsibility and in accordance with enterprise and legal requirements.					
Element 3 – Maintain safe personal presentation standards						
	Personal presentation takes account of the workplace environment and health and safety issues including: a. Appropriate personal grooming and hygiene; b. Appropriate clothing and footwear.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.01.04.05 - FOLLOW WORKPLACE HYGIENE PROCEDURES*

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.05.05 - TIDY AND MAINTAIN WORKPLACE STATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Tidy up workplace area/station 1) Workplace should be kept clean and tidy at all times during working hours. 2) All equipment is checked to be in clean and safe working condition prior to use. 3) All equipment is cleaned after use in accordance with manufacturer’s instructions. 4) Routine maintenance is carried out in accordance with enterprise procedures. 5) Workplace items are placed and stored in the designated locations and in ready-for-use condition. 6) Safety and hygiene procedures are employed in doing workplace activities. 7) Workplace station is left in tidy and well maintained condition when leaving office after work shift.</p> <p>Element 2 – Maintain workplace premises and equipment 1) Public areas are regularly checked for cleanliness, safety and customer comfort. 2) Areas to be cleaned is prepared and cleared of hazards. 3) Where appropriate, work station/area is barricaded or signed off to reduce risk to colleagues and customers. 4) Correct chemicals and cleaning are selected for specific areas and applied in accordance with manufacturer and relevant OHSS requirements. 5) Where necessary, protective clothing is selected and used. 6) Equipment is correctly used. 7) Unused and scattered items and objects are disposed of or put in the designation locations in accordance with hygiene, safety and environmental legislation requirements.</p>	<p>UNIT VARIABLES Areas for cleaning includes: self work stations and areas surrounding self work station. Waste for cleaning includes stationeries, dust, used tissues and other items and objects usually found in the office. Chemicals and equipment may include: disinfectants, pesticides, cleaning agents, cleaning cloths.</p> <p>ASSESSMENT GUIDE*: 1) Understanding of the importance of clean and well maintained workplace station to overall image of workplace and to quality of service. 2) Ability to use relevant cleaning equipment and cleaning agents according to enterprise procedures. 3) Ability to use all available and relevant workplace equipment. 4) Understand business workplace etiquette as appropriate for the workplace.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.05.05 - TIDY AND MAINTAIN WORKPLACE STATION*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.05.05 - TIDY AND MAINTAIN WORKPLACE STATION*

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Tidy up workplace area/station						
	1) Workplace should be kept clean and tidy at all times during working hours.					
	2) All equipment is checked to be in clean and safe working condition prior to use.					
	3) All equipment is cleaned after use in accordance with manufacturer's instructions.					
	4) Routine maintenance is carried out in accordance with enterprise procedures.					
	5) Workplace items are placed and stored in the designated locations and in ready-for-use condition.					
	6) Safety and hygiene procedures are employed in doing workplace activities.					

	7) Workplace station is left in tidy and well maintained condition when leaving office after work shift.					
Element 2 – Maintain workplace premises and equipment						
	1) Public areas are regularly checked for cleanliness, safety and customer comfort.					
	2) Areas to be cleaned is prepared and cleared of hazards.					
	3) Where appropriate, work station/area is barricaded or signed off to reduce risk to colleagues and customers.					
	4) Correct chemicals and cleaning are selected for specific areas and applied in accordance with manufacturer and relevant OHSS requirements.					
	5) Where necessary, protective clothing is selected and used.					
	6) Equipment is correctly used.					
	7) Unused and scattered items and objects are disposed of or put in the designation locations in accordance with hygiene, safety and environmental legislation requirements.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.01.05.05 - TIDY AND MAINTAIN WORKPLACE STATION*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.06.05 - HANDLE ONE POINT INFORMATION SYSTEM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain valid and accurate information on company’s product and service All details of facilities, products and services available is obtained including: a) facilities and services available, b) locations of all facilities, c) electricity voltage and availability of compatible gadget, d) free and/or rental appliances and equipment and their prices and availability, e) in house guests and their room numbers, f) departments or person in charge of different services, g) local destination and transportation information.</p> <p>Element 2 – Handle all information requests 1) Calls are answered promptly, clearly and politely in accordance with enterprise standards. 2) Identification of the caller and his/her phone number are correctly and accurately established. 3) The purpose of the call is accurately established. 4) Details are repeated to caller to confirm understanding.</p> <p>Element 3 – Direct information requests to person in charge 1) Caller’s inquiries are accurately transferred to the appropriate extension / person. 2) Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.</p> <p>Element 4 – Schedule workplace appointments 1) Requests for appointments and/or meetings is noted down and checked with the appropriate person. 2) Appointment schedule is confirmed parties concerned. 3) Appointments and details of appointments are reconfirmed with parties concerned prior to the appointed schedule. 4) Preparation for the appointment is made and/or given to appropriate colleague. 5) Reasons for failure to keep appointments are established and courteously explained to external parties.</p>	<p>UNIT VARIABLES Information requested may include: enterprise facilities, products and services, special facilities and services extended to customers, messages for customers, lost and found items, queries on local destination and transportation, etc. Appointments may include personal or business meetings, audiences with external groups, request for presentations or discussions, etc. Appropriate person may include direct superior or any other colleagues within the company.</p> <p>ASSESSMENT GUIDE*: 1). Understanding the importance of handling requests and queries efficiently and effectively to customers. 2) Evidence should include demonstrated ability to correctly use telephone equipment. 3) Evidence of routing special customer request to the appropriate person. 4) Evidence should include demonstrated ability to correctly use telephone equipment and provide courteous and friendly telephone services. 5) Knowledge of enterprise products, facilities, services, colleagues, and other general information within the enterprise. 6) Relevant communication skills.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.06.05 - HANDLE ONE POINT INFORMATION SYSTEM *
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.06.05 - HANDLE ONE POINT INFORMATION SYSTEM *

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

**** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Obtain valid and accurate information on company’s product and service						
	All details of facilities, products and services available is obtained including: a) facilities and services available, b) locations of all facilities, c) electricity voltage and availability of compatible gadget, d) free and/or rental appliances and equipment and their prices and availability, e) in house guests and their room numbers, f) departments or person in charge of different services, g) local destination and transportation information.					
Element 2 – Handle all information requests						
	1) Calls are answered promptly, clearly and politely in accordance with enterprise standards.					
	2) Identification of the caller and his/her phone number are correctly and accurately established.					
	3) The purpose of the call is accurately established.					
	4) Details are repeated to caller to confirm understanding.					
Element 3 – Direct information requests to person in charge						
	1) Caller’s inquiries are accurately transferred to the appropriate extension / person.					
	2) Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.					
Element 4 – Schedule workplace appointments						
	1) Requests for appointments and/or meetings is noted down and checked with the appropriate person.					
	2) Appointment schedule is confirmed parties concerned.					
	3) Appointments and details of appointments are reconfirmed with parties concerned prior to the appointed schedule.					
	4) Preparation for the appointment is made and/or given to appropriate colleague.					
	5) Reasons for failure to keep appointments are established and courteously explained to external parties.					

Assessment Document 3
APEC TOURISM WORKING GROUP

APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.01.06.05 - HANDLE ONE POINT INFORMATION SYSTEM *

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.07.05 - PROVIDE COMPANY PRODUCTS INFORMATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain valid and accurate information on company profile, products and services</p> <p>1) All necessary information to assist queries on enterprise products and services is obtained, including: products and services available, facilities and rates. 2) Obtained information is updated according to company policy. 3) Information obtained is shared with colleagues. 4) Information gained from work experience and guests contact is passed to the appropriate person for future updating</p> <p>Element 2 – Provide information to queries</p> <p>1) Accurate information regarding company's product and services is offered to queries. 2) Selling techniques are used to encourage usage and purchase. 3) Customers are made aware of possible extras, add-ons and further benefits. 4) Report queries and entailed results to designated person for follow-up.</p>	<p>UNIT VARIABLES</p> <p>Products and services may include available products and service, facilities, banquet facilities, tours and transport, entertainments, shopping arcade, FB facilities, etc</p> <p>ASSESSMENT GUIDE*: Understanding the importance of handling queries on company's products and services to customers.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD (APEC SS)
 2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.07.05 - PROVIDE COMPANY PRODUCTS INFORMATION*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
 APEC SKILL STANDARD
 2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.07.05 - PROVIDE COMPANY PRODUCTS INFORMATION*

Name of Candidate :
 Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V	S	C	A	

		D	F	U	U
Element 1 – Obtain valid and accurate information on company profile, products and services					
	1) All necessary information to assist queries on enterprise products and services is obtained, including: products and services available, facilities and rates.				
	2) Obtained information is updated according to company policy.				
	3) Information obtained is shared with colleagues.				
	4) Information gained from work experience and guests contact is passed to the appropriate person for future updating.				
Element 2 – Provide information to queries					
	1) Accurate information regarding company's product and services is offered to queries.				
	2) Selling techniques are used to encourage usage and purchase.				
	3) Customers are made aware of possible extras, add-ons and further benefits.				
	4) Report queries and entailed results to designated person for follow-up.				

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.01.07.05 - PROVIDE COMPANY PRODUCTS INFORMATION*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 1.01.08.05 - COMMUNICATE ON THE TELEPHONE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Respond to incoming calls</p> <p>1) Calls are answered promptly, clearly and politely in accordance with enterprise standards. 2) Identification of the caller and his/her phone number are correctly and accurately established. 3) Friendly assistance is offered to the caller and the purpose of the call is accurately established. 4) Details are repeated to caller to confirm understanding. 5) Caller’s inquiries are answered or transferred to the appropriate location / person. 6) Requests are accurately recorded and passed to the appropriate department / person for follow up. 7) Where appropriate, opportunities are taken to promote enterprise products and services. 8) Messages are accurately relayed to the nominated person within designated timelines. 9) Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.</p> <p>Element 2 – Make telephone calls</p> <p>1) Telephone numbers are correctly obtained. 2) Purpose of the call is clearly established prior to calling. 3) Equipment is used correctly to establish contact. 4) Names of company and reason for calling are clearly communicated. 5) Telephone manner is polite and courteous at all times.</p>	<p>UNIT VARIABLES</p> <p>Telephone communications may take place in: office, reception area, on tours, on site, on mobile phone, with colleagues, with customers.</p> <p>ASSESSMENT GUIDE*</p> <p>1) Evidence should include demonstrated ability to correctly use telephone equipment and provide courteous and friendly telephone services. 2) Knowledge of specific telephone systems, knowledge of enterprise products, facilities and services, oral communication skills, skills for taking messages.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.08.05 - COMMUNICATE ON THE TELEPHONE*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.08.05 - COMMUNICATE ON THE TELEPHONE*

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Respond to incoming calls						
	1) Calls are answered promptly, clearly and politely in accordance with enterprise standards.					
	2) Identification of the caller and his/her phone number are correctly and accurately established.					
	3) Friendly assistance is offered to the caller and the purpose of the call is accurately established.					
	4) Details are repeated to caller to confirm understanding.					
	5) Caller's inquiries are answered or transferred to the appropriate location / person.					
	6) Requests are accurately recorded and passed to the appropriate department / person for follow up.					
	7) Where appropriate, opportunities are taken to promote enterprise products and services.					
	8) Messages are accurately relayed to the nominated person within designated timelines.					
	9) Threatening or suspicious phone calls are promptly reported to the appropriate person in accordance with enterprise procedures.					
Element 2 – Make telephone calls						
	1) Telephone numbers are correctly obtained.					
	2) Purpose of the call is clearly established prior to calling.					
	3) Equipment is used correctly to establish contact.					
	4) Names of company and reason for calling are clearly communicated.					
	5) Telephone manner is polite and courteous at all times.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.01.08.05 - COMMUNICATE ON THE TELEPHONE*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.09.05 - PERFORM CLERICAL PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLE & ASSESSMENT GUIDE
<p>Element 1 – Process office documents 1) Documents are processed in accordance with enterprise procedures within designated timelines. 2) Office equipment is correctly used to process documents. 3) Malfunctions of office equipment are promptly identified and rectified or reported in accordance with enterprise procedures.</p> <p>Element 2 – Draft correspondence 1) Text is written using clear and concise language. 2) Spelling, punctuation and grammar correct. 3) Meaning of correspondence is understood by recipient. 4) Information is checked for accuracy prior to sending.</p> <p>Element 3 – Maintain document systems 1) Documents are filed / stored in accordance with enterprise security procedures. 2) Reference and index systems are modified and updated in accordance with enterprise procedures.</p>	<p>UNIT VARIABLES Documents processed may include recording receipt or sending documents, photocopying, mailing, e-mailing, binding, faxing, collating, banking. Office documents may include guest mails, incoming and outgoing correspondence, facsimiles, menus, memos, customer records, orders and requests, receipts.</p> <p>ASSESSMENT GUIDE*: Demonstrated ability to process a range of documentation accurately within acceptable timeframes. Written text should be error free and understood.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.09.05 - PERFORM CLERICAL PROCEDURES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.09.05 - PERFORM CLERICAL PROCEDURES*

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Process office documents						
	1) Documents are processed in accordance with enterprise procedures within designated timelines.					
	2) Office equipment is correctly used to process documents.					
	3) Malfunctions of office equipment are promptly identified and rectified or reported in					

	accordance with enterprise procedures.					
Element 2 – Draft correspondence						
	1) Text is written using clear and concise language.					
	2) Spelling, punctuation and grammar correct.					
	3) Meaning of correspondence is understood by recipient.					
	4) Information is checked for accuracy prior to sending.					
Element 3 – Maintain document systems						
	1) Documents are filed / stored in accordance with enterprise security procedures.					
	2) Reference and index systems are modified and updated in accordance with enterprise procedures.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.01.09.05 - PERFORM CLERICAL PROCEDURES*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.10.05 - FOLLOW OPERATIONAL AND/OR ORGANIZATIONAL CHANGES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT
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	GUIDE
<p>Element 1 – Follow operational changes made by enterprise and provide feedback on implementation</p> <p>1) Procedural and operational changes made by the enterprise are correctly followed according to enterprise guidelines. 2) Issues are promptly identified and discussed with the colleagues and/or other authorities. 3) Implementation results are reported in accordance with company policy and procedures.</p> <p>Element 2 – Deal with potential problem in implementation</p> <p>1) Potential set backs to the implementation of the new procedures and operations within the scope of individual responsibility are promptly recognized. 2) Assistance is promptly sought from colleagues and/or other authorities where appropriate. 3) Possible solutions are discussed with the designated person in accordance with enterprise policy. 4) Details of problems and their solutions are reported in accordance with enterprise policy.</p>	<p>UNIT VARIABLES</p> <p>Operational changes may be related to standard operating procedures, organization structure, change in company's policies and procedures, change in personnel.</p> <p>ASSESSMENT GUIDE*: Understanding of the importance of team work and ability to correctly follow procedures set by the company.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.10.05 - FOLLOW OPERATIONAL AND/OR OPERATIONAL CHANGES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.10.05 - FOLLOW OPERATIONAL AND/OR OPERATIONAL CHANGES*

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Follow operational changes made by enterprise and provide feedback on implementation						
	1) Procedural and operational changes made by the enterprise are correctly followed according to enterprise guidelines.					
	2) Issues are promptly identified and discussed with the colleagues and/or other authorities.					
	3) Implementation results are reported in accordance with company policy and procedures.					
Element 2 – Deal with potential problem in implementation						
	1) Potential set backs to the implementation of the new procedures and operations within the scope of individual responsibility are promptly recognized.					
	2) Assistance is promptly sought from colleagues and/or other authorities where appropriate.					
	3) Possible solutions are discussed with the designated person in accordance with enterprise policy.					
	4) Details of problems and their solutions are reported in accordance with enterprise policy.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.01.10.05 - FOLLOW OPERATIONAL AND/OR OPERATIONAL CHANGES*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.11.05 - PROVIDE BASIC COUNTRY INFORMATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain valid and accurate information on country 1) All necessary information to assist queries on local information is obtained, including: a) basic geography, b) demographic information and total population, c) local languages, cultures and custom, d) domestic products information and main trades and businesses, e) environmental conditions, f) local attraction and local transport and g) any other basic local/country information. 2) Obtained information is updated according to company policy. 3) Information obtained is shared with colleagues. 4) Information gained from work experience and guests contact is passed to the appropriate person for future updating</p> <p>Element 2 – Provide information to queries 1) Accurate information regarding company's product and services is offered to queries. 2) Customers are made aware of high light information. 3) Report queries and entailed results to designated person for follow-up.</p>	<p>UNIT VARIABLE Information may include enterprise products, facilities, services & rates; local attractions & local transport; basic geography & demography; environmental issues; language, culture, customs & traditions; etc.</p> <p>ASSESSMENT GUIDE*: Demonstrated ability to give general information on country and local tourism and also information on enterprise.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.01.11.05 - PROVIDE BASIC (LOCAL) COUNTRY INFORMATION*
05	Results of	

	Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.11.05 - PROVIDE BASIC (LOCAL) COUNTRY INFORMATION*

Name of Candidate :
 Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Obtain valid and accurate information on country						
	1) All necessary information to assist queries on local information is obtained, including: a) basic geography, b) demographic information and total population, c) local languages, cultures and custom, d) domestic products information and main trades and businesses, e) environmental conditions, f) local attraction and local transport and g) any other basic local/country information.					
	2) Obtained information is updated according to company policy.					
	3) Information obtained is shared with colleagues.					
	4) Information gained from work experience and guests contact is passed to the appropriate person for future updating.					
Element 2 – Provide information to queries						
	1) Accurate information regarding company's product and services is offered to queries.					
	2) Customers are made aware of high light information.					
	3) Report queries and entailed results to designated person for follow-up.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.01.11.05 - PROVIDE BASIC (LOCAL) COUNTRY INFORMATION*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.12.05 - PROVIDE INFORMATION ON APEC SKILL STANDARDS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain valid and accurate information on APEC TOURISM OCCUPATIONAL SKILL STANDARD (APEC TOSS) 1) A range of current and accurate information to assist queries on APEC TOSS is obtained, including: a) basic mechanism and contents, b) usage, c) benefits of using APEC TOSS, d) contact person for detailed information</p> <p>Element 2 – Provide information to queries 1) Accurate information regarding the APEC TOSS is offered to queries. 2) Inquirers are made aware of specific detailed information</p>	<p>UNIT VARIABLES Information may include units of APEC TOSS and groupings of units, how to use the units for operational purposes, mechanism for manpower mobility.</p> <p>ASSESSMENT GUIDE*: Look for ability to define the APEC TOSS and its application for operations, and ability to describe the benefits of using APEC TOSS.</p>

1. APEC SS ASSESSMENT COVER SHEET

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01	Name of Candidate	XXX
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Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.12.05 - PROVIDE BASIC INFORMATION ON APEC SKILL STANDARD*

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Obtain valid and accurate information on APEC TOURISM OCCUPATIONAL SKILL STANDARD (APEC TOSS)						
	1) A range of current and accurate information to assist queries on APEC TOSS is obtained, including: a) basic mechanism and contents, b) usage, c) benefits of using APEC TOSS, d) contact person for detailed information					
Element 2 – Provide information to queries						

	1) Accurate information regarding the APEC TOSS is offered to queries.				
	2) Inquirers are made aware of specific detailed information				

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.01.12.05 - PROVIDE BASIC INFORMATION ON APEC SKILL STANDARD*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

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Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.01.13.05 - PROVIDE FIRST AID

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Assess and respond to emergency first aid situations</p> <p>1) Emergency situations are quickly and correctly recognized. 2) The situation is assessed and a decision promptly made regarding relevant required action. 3) Assistance from emergency services / colleagues / customers is organized where appropriate.</p> <p>Element 2 – Provide appropriate treatment</p> <p>1) Patient’s physical condition is assessed from visible vital signs. 2) First aid is provided to establish the patient’s physical and mental condition in accordance with organization policy on provision of first aid and recognized first aid procedures.</p>	<p>UNIT VARIABLES</p> <p>First aid treatment is an emergency assistance provided to a second party in the absence of medical or paramedical care. Injuries may include: cardio-vascular failure, bone and joint injuries, burns, unconsciousness, pre-existing illness, wounds and infections,</p>

<p>Element 3 – Monitor the situation 1) Back-up services appropriate to the situation are identified and notified. 2) Information on the victim's condition is accurately and clearly conveyed to emergency service personnel.</p> <p>Element 4 – Prepare an incident report 1) Emergency situations are documented according to company procedures. 2) Reports provided are clear, accurate and timely.</p>	<p>eye injuries, external bleeding, effect of heat or cold temperature, bites.</p> <p>ASSESSMENT GUIDE*: Look for ability to correctly apply a range of first aid techniques to all situations mentioned above.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.01.13.05 - PROVIDE FIRST AID*

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	1) Patient's physical condition is assessed from visible vital signs.					
	2) First aid is provided to establish the patient's physical and mental condition in accordance with organization policy on provision of first aid and recognized first aid procedures.					
Element 3 – Monitor the situation						
	1) Back-up services appropriate to the situation are identified and notified.					
	2) Information on the victim's condition is accurately and clearly conveyed to emergency service personnel.					
Element 4 – Prepare an incident report						
	1) Emergency situations are documented according to company procedures.					
	2) Reports provided are clear, accurate and timely.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.01.13.05 - PROVIDE FIRST AID*

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EMPOWER Associates for APEC TWG, 2005

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

CHAPTER 1.02 - GENERAL ADMINISTRATION AND MANAGEMENT (37 Units)
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SUMMARY OF UNITS

Unit code	Unit Name	ELMTS	Total PC
1.02.01.05	Develop and implement organizations policies and procedures	3	9+5+4 = 18
1.02.02.05	Coordinate office activities	4	4+5+5+5 = 19
1.02.03.05	Source and present information	2	3+5 = 8
1.02.04.05	Prepare business documents	4	2+3+8+5 = 18
1.02.05.05	Plan and prepare meetings	2	2+3 = 5
1.02.06.05	Receive and store stock	3	3+4+6 = 13
1.02.07.05	Control and order stock	5	6+2+4+3+5 = 20
1.02.08.05	Plan and establish systems and procedures* (idem 1.03.08.05)	3	5+3+3 = 11
1.02.09.05	Manage and evaluate projects	3	6+7+4 = 17
1.02.10.05	Plan and establish a small enterprise (SME)	7	6+5+7+3+5+6+3 = 35
1.02.11.05	Minimize and control theft	4	5+4+7+2 = 18
1.02.12.05	Monitor workplace operations (idem 2.03.09.05)	4	5+6+2+5 = 18
1.02.13.05	Develop and implement operational plans	3	9+5+4 = 18
1.02.14.05	Develop, monitor and implement business plan	3	3+4+3 = 10
1.02.15.05	Establish and maintain a safe and secure workplace	8	4+3+5+6+3+1+1+3 = 26
1.02.16.05	Implement workplace health, safety and security procedures	5	3+3+3+3+2 = 14
1.02.17.05	Develop and update legal knowledge required for legal compliance	3	3+5+2 = 10
1.02.18.05	Manage and purchase stock	3	4+5+5 = 14
1.02.19.05	Manage physical assets	3	1+5+5 = 11
1.02.20.05	Develop, implement and monitor local / regional plan	3	10+2+3 = 15
1.02.21.05	Create, implement and evaluate strategic product development initiative (idem 4.07.xx.05)	3	11+3+3 = 17
1.02.22.05	Provide mentoring support to business colleagues (The Buddy System) (idem 2.03.xx.05)	2	3+6 = 9
1.02.23.05	Represent enterprise in events	5	6+4+9+11+4 = 34
1.02.24.05	Apply quality standards and procedures	4	3+3+4+2 = 12
1.02.25.05	Update and incorporate external factors/ issues	4	2+4+7+5 = 18
1.02.26.05	Prepare a feasibility study	4	3+3+7+6 = 19
1.02.27.05	Develop, implement and maintain national / local / corporate identity image	4	4+3+9+8 = 24
1.02.28.05	Research data (idem 2.01.xx.05)	3	2+4+3 = 9
1.02.29.05	Manage quality customer service	2	4+6 = 10
1.02.30.05	Operate a small business (SME)	7	8+7+6+5+3+2+3 = 34
1.02.31.05	Develop and update information on APEC Skill Standards	2	3+2 = 5

APEC TOURISM WORKING GROUP**APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV**

EMPOWER Associates, Consultant

1.02.32.05	Develop and update basic information on APEC and ASEAN	2	3+2 = 5
1.02.33.05	Develop and update enterprise and local / country information	2	3+2 = 5
1.02.34.05	Deal with conflict situation	3	2+4+6 = 12
1.02.35.05	Implement and monitor continuous improvements systems	3	3+3+3 = 9
1.02.36.05	Conduct and manage meetings	3	3+5+1 = 8
1.02.37.05	Develop and implement special policy and program on trade liberalization	6	3+3+4+3+3+3 = 19
	TOTAL 37 Units	164	530

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.01.05
DEVELOP AND IMPLEMENT OPERATIONAL POLICIES AND PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 - Develop operational plans 1) Plans and strategies are developed based on workplace needs and identification of opportunities for improvement and innovation. 2) Scope of objectives of the required initiative are developed based on a) overall enterprise goals; b) staff and customer feedback; c) monitoring of workplace operations. 3) Internal and external factors which may impact on the system are identified and analyzed. 4) Appropriate colleagues are consulted during the development of the system. 5) Resource strategies are developed. 6) Administrative framework and systems are developed. 7) Priorities, responsibilities, and timelines are clearly identified and communicated. 8) Evaluation systems are developed in consultation with appropriate colleagues. 9) An internal and external communications strategy is developed to keep stakeholders informed.</p> <p>Element 2 - Administer and monitor operational plans 1) Identified actions are implemented and monitored in accordance with agreed priorities. 2) Support and assistance is provided to colleagues involved in implementing the plan. 3) Reports are provided in accordance with enterprise requirements. 4) Financial control systems are implemented and monitored. 5) Additional resource requirements are implemented and monitored.</p> <p>Element 3 - Conduct on-going evaluation 1) Agreed evaluation methods are used to assess effectiveness in the workplace. 2) Evaluation involves all appropriate colleagues. 3) Problems are identified and adjustments are made accordingly. 4) Results and evaluation are incorporated into on-going planning and operational management.</p>	<p>UNIT VARIABLES Operational policies & procedures are usually related to efficient and effective workplace operations and the establishment or review of SOP either for or entire workplace operations.</p> <p>ASSESSMENT GUIDE* 1) Look for skills and knowledge of planning techniques, problem solving and decision making in operations, the ability to integrate necessary issues within the plan and the ability to apply related knowledge to specific context of the plan. 2) Demonstrated knowledge in establishing a realistic plan, regulations and liabilities appropriate to the specific operation, current and potential operational trends, communications, and research skills. 3) Understand specific implementation issues which may affect the plan.</p>

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APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

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04	Unit Assessed	APEC SS 1.02.01.05 - DEVELOP AND IMPLEMENT OPERATIONAL POLICIES AND PROCEDURES*
05	Results of Assessment	

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07	Name of Assessor	
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Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.01.05 - DEVELOP AND IMPLEMENT OPERATIONAL POLICIES AND PROCEDURES*

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
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	1) Plans and strategies are developed based on workplace needs and identification of opportunities for improvement and innovation.					
	2) Scope of objectives of the required initiative are developed based on a) overall enterprise goals; b) staff and customer feedback; c) monitoring of workplace operations.					
	3) Internal and external factors which may impact on the system are identified and analyzed.					
	4) Appropriate colleagues are consulted during the development of the system.					
	5) Resource strategies are developed.					
	6) Administrative framework and systems are developed.					
	7) Priorities, responsibilities, and timelines are clearly identified and communicated.					
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	1) Identified actions are implemented and monitored in accordance with agreed priorities.					
	2) Support and assistance is provided to colleagues involved in implementing the plan.					
	3) Reports are provided in accordance with enterprise requirements.					
	4) Financial control systems are implemented and monitored.					
	5) Additional resource requirements are implemented and monitored.					
Element 3 - Conduct on-going evaluation						
	1) Agreed evaluation methods are used to assess effectiveness in the workplace.					
	2) Evaluation involves all appropriate colleagues.					

	3) Problems are identified and adjustments are made accordingly.					
	4) Results and evaluation are incorporated into on-going planning and operational management.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.02.01.05 - DEVELOP AND IMPLEMENT OPERATIONAL POLICIES AND PROCEDURES*

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ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE
APEC SS 1.02.02.05 - COORDINATE OFFICE ACTIVITIES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Maintain office procedures</p> <p>1. Organization policies, procedures and systems are correctly carried out. 2) Special requests and requirements are reported and resolved with appropriate colleague in accordance with enterprise procedures. 3) In-appropriate occurrence is promptly reported according to enterprise procedures. 4) Office supplies are regularly monitored, recorded and reordered as required according to enterprise procedures.</p> <p>Element 2 - Process data in response to information requests</p> <p>1) Requests for information are documented and responded according to enterprise procedures. 2) Relevant external information sources are identified and accessed. 3) Where available information does not match defined needs, options and alternatives are identified and offered. 4) Relevant information is extracted and</p>	<p>UNIT VARIABLES</p> <p>Office coordinated may include the whole enterprise or divisions or sub-divisions of the enterprise.</p> <p>ASSESSMENT GUIDE*: 1)</p>

<p>edited as required. 5) Information records is updated and compiled according to enterprise policy and procedures.</p> <p>Element 3 – Compose reports and correspondence</p> <p>1) Correspondence is written as required. 2) Correspondence is drafted according to enterprise correspondence system. 3) Text is written in clear, concise and easily understood language. 4) Correct spelling, punctuation and grammar are confirmed. 5) Out-going correspondence is copied and filed according to enterprise filing system.</p> <p>Element 4 – Maintain existing recording and filing system</p> <p>1) Record system is maintained according to enterprise policy. 2) Documents are archived and removed according to enterprise policy. 3) New documents are archived to pre-designated category. 4) Document movement is carefully monitored to prevent loss and to maintain confidentiality. 5) Confidential files are separated from general files for access to only nominated person/s. 6) Back-up system is established to ensure safety, security and confidentiality of information.</p>	<p>Demonstrated skills and knowledge in the roles and responsibilities in work operations, related SOP. 2) Ability to effectively monitor and respond to a range of common operational workplace issues. 3) Ability to accurately understand enterprise correspondence and filing system.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.02.05 - COORDINATE OFFICE ACTIVITIES*

Name of Candidate :
 Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Maintain office procedures						
	1. Organization policies, procedures and systems are correctly carried out.					
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	4) Office supplies are regularly monitored, recorded and reordered as required according to enterprise procedures.					
Element 2 - Process data in response to information requests						
	1) Requests for information are documented and responded according to enterprise procedures.					
	2) Relevant external information sources are identified and accessed.					
	3) Where available information does not match defined needs, options and alternatives are identified and offered.					
	4) Relevant information is extracted and edited as required.					
	5) Information records is updated and compiled according to enterprise policy and procedures.					
Element 3 – Compose reports and correspondence						
	1) Correspondence is written as required.					
	2) Correspondence is drafted according to enterprise correspondence system.					
	3) Text is written in clear, concise and easily understood language.					
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	1) Record system is maintained according to enterprise policy.					
	2) Documents are archived and removed according to enterprise policy.					
	3) New documents are archived to pre-designated category.					
	4) Document movement is carefully monitored to prevent loss and to maintain confidentiality.					
	5) Confidential files are separated from general files for access to only nominated person/s.					
	6) Back-up system is established to ensure safety, security and confidentiality of information.					

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APEC SKILL STANDARD

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APEC SS 1.02.02.05 - COORDINATE OFFICE ACTIVITIES*

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ASSESSOR/S NOTES

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Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.03.05 – SOURCE AND PRESENT INFORMATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & PERFORMANCE GUIDE
<p>Element 1 – Find information 1) A range of current and accurate information sources is correctly identified. 2) Information sources are accessed and assessed for relevance and applicability. 3) Information is obtained within designated timeline.</p> <p>Element 2- Prepare and present information 1) Information is reviewed and selected to suit the specific needs. 2) Where appropriate, text is drafted to include all appropriate information. 3) When presented, the range of information provided is structured and expressed in a clear and concise manner. 4) Information is presented in a professional manner appropriate for the circumstances. 5) Information is made available to the appropriate person within designated timelines</p>	<p>UNIT VARIABLES Presentations may be internal or external and may include sales presentations, training delivery, presentations within meetings, conference addresses, staff briefings etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate basic research skills, extracting necessary information, sorting and processing information. 2) Ability in planning presentation, public speaking knowledge, written and oral communications skills. 3) Ability to identify important issues, review and present information effectively. 4) Knowledge on subject matter for specific presentations</p>

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2005

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Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.04.05 – PREPARE BUSINESS DOCUMENTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 - Determine document requirements 1) Requirements and objectives are clearly defined in consultation with appropriate colleagues. 2) Specialist assistance is obtained where appropriate within budget parameters.	UNIT VARIABLES Business documents may include reports, submissions, proposals, and tenders etc.

<p>Element 2 – Conduct research</p> <p>1) Research is conducted according to scope of the project. 2) Informal and formal data collection methods are employed as appropriate. 3) Data is analyzed and assessed for relevance prior to incorporation in document.</p> <p>Element 3 - Prepare and systemize documents</p> <p>1) Document structure and content is developed to reflect objectives. 2) A Range of written presentation and graphic techniques are used to enhance the impact and effectiveness of the information presented. 3) Information is expressed in a manner which takes account of the impact of document on the intended audience. 4) Key issues are identified and analyzed. 5) Recommendations for actions are included where appropriate. 6) Quality of information is reviewed and adjusted where necessary. 7) Text is checked for accuracy prior to finalization. 8) Document presentation is appropriate for the intended audience.</p> <p>Element 4 – Follow-up documents</p> <p>1) Document is presented / circulated as appropriate. 2) Presentation / circulation is followed up with appropriate action. 3) Any recommendations are reviewed according to agreed priorities. 4) Actions are undertaken in full consultation with colleagues. 5) Where appropriate submissions are made to management regarding implementation of document recommendations.</p>	<p>ASSESSMENT GUIDE*: 1) Demonstrated ability in written communication including expressions and explanation of varied and complex issues. 2) Ability to demonstrate basic research skills, extracting necessary information, sorting and processing information and written and oral communications skills. 3) Report writing and presentation techniques.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.04.05 - PREPARE BUSINESS DOCUMENTS*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP

APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.04.05 - PREPARE BUSINESS DOCUMENTS*

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 - Determine document requirements						
	1) Requirements and objectives are clearly defined in consultation with appropriate colleagues.					
	2) Specialist assistance is obtained where appropriate within budget parameters.					
Element 2 – Conduct research						
	1) Research is conducted according to scope of the project.					
	2) Informal and formal data collection methods are employed as appropriate.					
	3) Data is analyzed and assessed for relevance prior to incorporation in document.					
Element 3 - Prepare and systemize documents						
	1) Document structure and content is developed to reflect objectives.					
	2) A Range of written presentation and graphic techniques are used to enhance the impact and effectiveness of the information presented.					
	3) Information is expressed in a manner which takes account of the impact of document on the intended audience.					
	4) Key issues are identified and analyzed.					
	5) Recommendations for actions are included where appropriate.					
	6) Quality of information is reviewed and adjusted where necessary.					
	7) Text is checked for accuracy prior to finalization.					
	8) Document presentation is appropriate for the intended audience.					
Element 4 – Follow-up documents						
	1) Document is presented / circulated as appropriate.					
	2) Presentation / circulation is followed up with appropriate action.					
	3) Any recommendations are reviewed according to agreed priorities.					
	4) Actions are undertaken in full consultation with colleagues.					
	5) Where appropriate submissions are made to management regarding implementation of document recommendations.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.04.05 - PREPARE BUSINESS DOCUMENTS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.05.05 – PLAN AND PREPARE MEETINGS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan meeting 1) Need for meeting and relevant participants are identified. 2) Meeting arrangements are made in accordance with requirements and within budget parameters and designated timelines.</p> <p>Element 2 – Prepare meeting 1) Agenda is developed according to purpose of meeting. 2) Information on agenda items is obtained or researched to allow informed discussions at the meeting. 3) Where appropriate, meeting papers are prepared and dispatched to participants within appropriate timelines</p>	<p>UNIT VARIABLES Types of meetings may include formal & informal meetings, one-off, ad-hoc & regular meetings, and other types of meetings</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate knowledge in meeting procedures and protocols. 2) Time management. 3) Written communication skills specifically in relation to the conduct of meetings. 4) Ability to efficiently and effectively plan meetings.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.05.05 - PLAN AND PREPARE MEETINGS*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.05.05 - PLAN AND PREPARE MEETINGS*

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan meeting						
	1) Need for meeting and relevant participants are identified.					
	2) Meeting arrangements are made in accordance with requirements and within budget parameters and designated timelines.					
Element 2 – Prepare meeting						
	1) Agenda is developed according to purpose of meeting.					
	2) Information on agenda items is obtained or researched to allow informed discussions at the meeting.					
	3) Where appropriate, meeting papers are prepared and dispatched to participants within					

appropriate timelines					
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Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.05.05 - PLAN AND PREPARE MEETINGS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.06.05 – RECEIVE AND STORE STOCKS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 - Take delivery of stocks</p> <p>1) Incoming stock is accurately checked against orders and delivery documentation in accordance with enterprise procedures. 2) Variations are accurately identified, recorded and communicated to the appropriate person. 3) Items are inspected for damage, quality, expiry dates, breakages or discrepancies, and records are made in accordance with enterprise policy.</p> <p>Element 2 – Store stock</p> <p>1) All stock is promptly and safely transported to appropriate storage area without damage. 2) Stock is stored in the appropriate location within the area and in accordance with enterprise procedures. 3) Stock levels are accurately recorded in accordance with enterprise procedures. 4) Stock is labeled in</p>	<p>UNIT VARIABLES</p> <p>Stock may include food & beverage, equipment, linen, room supplies & amenities, stationery, brochures, vouchers & tickets, souvenirs.</p> <p>ASSESSMENT GUIDE*</p> <p>Ability to demonstrate competence</p>

accordance with enterprise procedures. Element 3 – Rotate and maintain stock 1) Stock is rotated in accordance with enterprise policy. 2) Stock is moved in accordance with safety and hygiene requirements. 3) Quality of stock is checked and reported. 4) Excess stock is placed in storage or disposed of in accordance with enterprise policy. 5) Stock area is maintained in accordance with enterprise and/or government requirements and problems promptly identified and reported. 6) Stock recording system is used in accordance with speed and accuracy requirements.	and knowledge in stock security and safety system; stock control documentation; safe lifting and handling procedures; food & beverage hazards, health and hygiene procedures when applicable.
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.06.05 - RECEIVE AND STORE STOCKS*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 - Take delivery of stocks						
	1) Incoming stock is accurately checked against orders and delivery documentation in accordance with enterprise procedures.					
	2) Variations are accurately identified, recorded and communicated to the appropriate person.					
	3) Items are inspected for damage, quality, expiry dates, breakages or discrepancies, and records are made in accordance with enterprise policy.					
Element 2 – Store stock						
	1) All stock is promptly and safely transported to appropriate storage area without damage.					
	2) Stock is stored in the appropriate location within the area and in accordance with enterprise procedures.					
	3) Stock levels are accurately recorded in accordance with enterprise procedures.					
	4) Stock is labeled in accordance with enterprise procedures.					
Element 3 – Rotate and maintain stock						
	1) Stock is rotated in accordance with enterprise policy.					
	2) Stock is moved in accordance with safety and hygiene requirements.					
	3) Quality of stock is checked and reported.					
	4) Excess stock is placed in storage or disposed of in accordance with enterprise policy.					
	5) Stock area is maintained in accordance with enterprise and/or government requirements and problems promptly identified and reported.					
	6) Stock recording system is used in accordance with speed and accuracy requirements.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.06.05 - RECEIVE AND STORE STOCKS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.07.05 – CONTROL AND ORDER STOCK

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 - Maintain stock levels and records</p> <p>1) Stock levels are monitored and maintained at levels prescribed by enterprise levels. 2) Stock security systems are monitored and adjusted as required. 3) Stock re-order cycles are maintained, monitored and adjusted as required. 4) Colleagues are informed of their individual responsibilities in regard to recording stock. 5) Stock storage and movement records are maintained in accordance with enterprise procedures. 6) Stock performance is monitored and fast/slow selling items are identified and reported in accordance with enterprise procedures.</p> <p>Element 2 - Organize and administer stock takes</p> <p>1) Stock takes are organized at the appropriate time and responsibilities allocated to staff. 2) Accurate reports on stock take date are produced within designated timelines.</p> <p>Element 3 - Identify stock losses</p> <p>1) Losses are accurately identified, recorded and assessed against potential loss forecast on a regular basis. 2) Losses are reported in accordance with enterprise procedures. 3) Avoidable losses are identified and reasons are established. 4) Solutions are recommended and implemented to prevent future avoidable losses.</p> <p>Element 4 - Process stock order</p> <p>1) Orders for stock are accurately processed in accordance with enterprise procedures. 2) Stock ordering and recording systems are accurately maintained. 3) Purchase and supply agreements are correctly used and appropriate details recorded.</p> <p>Element 5 – Follow-up orders</p> <p>1) Delivery process is monitored to meet agreed deadlines. 2) Liaison is undertaken with colleagues and suppliers to ensure continuity of supply. 3) Routine supply problems are followed up or referred to the appropriate person in accordance with enterprise policy. 4) Stock is distributed in accordance with agreed allocations.</p>	<p>UNIT VARIABLES</p> <p>Stock may include food & beverage, equipment, linen, room supplies & amenities, stationery, brochures, vouchers & tickets, souvenirs.</p> <p>Stock control system may be manual or computerized.</p> <p>ASSESSMENT GUIDE*</p> <p>Ability to demonstrate competence and knowledge in stock level maintenance; typical stock taking procedures; stock recording system; stock security system; and ability to meet accuracy and speed requirements for maintaining enterprise stocks.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
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01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.07.05 - CONTROL AND ORDER STOCK*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.07.05 - CONTROL AND ORDER STOCK*

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 - Maintain stock levels and records						
	1) Stock levels are monitored and maintained at levels prescribed by enterprise levels.					
	2) Stock security systems are monitored and adjusted as required.					
	3) Stock re-order cycles are maintained, monitored and adjusted as required.					
	4) Colleagues are informed of their individual responsibilities in regard to recording stock.					
	5) Stock storage and movement records are maintained in accordance with enterprise procedures.					
	6) Stock performance is monitored and fast/slow selling items are identified and reported in accordance with enterprise procedures.					
Element 2 - Organize and administer stock takes						
	1) Stock takes are organized at the appropriate time and responsibilities allocated to staff.					

	2) Accurate reports on stock take date are produced within designated timelines.					
Element 3 - Identify stock losses						
	1) Losses are accurately identified, recorded and assessed against potential loss forecast on a regular basis.					
	2) Losses are reported in accordance with enterprise procedures.					
	3) Avoidable losses are identified and reasons are established.					
	4) Solutions are recommended and implemented to prevent future avoidable losses.					
Element 4 - Process stock order						
	1) Orders for stock are accurately processed in accordance with enterprise procedures.					
	2) Stock ordering and recording systems are accurately maintained.					
	3) Purchase and supply agreements are correctly used and appropriate details recorded.					
Element 5 – Follow-up orders						
	1) Delivery process is monitored to meet agreed deadlines.					
	2) Liaison is undertaken with colleagues and suppliers to ensure continuity of supply.					
	3) Routine supply problems are followed up or referred to the appropriate person in accordance with enterprise policy.					
	4) Stock is distributed in accordance with agreed allocations.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.07.05 - CONTROL AND ORDER STOCK*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE
APEC SS 1.02.08.05 – PLAN AND ESTABLISH SYSTEMS AND PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan systems and procedures 1) System and procedural requirements are identified and clarified through workplace monitoring and on-going consultations with colleagues and customers. 2) Problem areas are identified and prompt action is taken. 3) Possible responses are identified and developed in consultation with colleagues. 4) Responses take account of immediate operational needs and enterprise goals. 5) Human and financial issues are taken into consideration.</p> <p>Element 2 – Establish systems and procedures 1) Advance notice of new systems and procedures is provided to colleagues. 2) System and procedures are introduced to the workplace in a manner which causes minimum disruption to customers and colleagues. 3) Training and support is provided as required.</p> <p>Element 3 - Review systems and procedures 1) Efficiency and effectiveness of the new system is monitored in the operation. 2) Suggestions for improvements are sought from colleagues at all levels. 3) Adjustments are promptly made.</p>	<p>UNIT VARIABLES Systems and procedures include all general and departmental standard operating procedures.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate skills and knowledge in basic principles of planning; in-depth knowledge of the specific work area operation; related legislative framework. 2) Ability to develop and implement systems and procedures. 3) Ability to identify issues that may arise in the development and implementation process.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.08.05 - PLAN AND ESTABLISH SYSTEMS AND PROCEDURES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review	

	Process	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.08.05 - PLAN AND ESTABLISH SYSTEMS AND PROCEDURES*

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan systems and procedures						
	1) System and procedural requirements are identified and clarified through workplace monitoring and on-going consultations with colleagues and customers.					
	2) Problem areas are identified and prompt action is taken.					
	3) Possible responses are identified and developed in consultation with colleagues.					
	4) Responses take account of immediate operational needs and enterprise goals.					
	5) Human and financial issues are taken into consideration.					
Element 2 – Establish systems and procedures						
	1) Advance notice of new systems and procedures is provided to colleagues.					
	2) System and procedures are introduced to the workplace in a manner which causes minimum disruption to customers and colleagues.					
	3) Training and support is provided as required.					
Element 3 - Review systems and procedures						
	1) Efficiency and effectiveness of the new system is monitored in the operation.					
	2) Suggestions for improvements are sought from colleagues at all levels.					
	3) Adjustments are promptly made.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.02.08.05 - PLAN AND ESTABLISH SYSTEMS AND PROCEDURES*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.09.05 – MANAGE AND EVALUATE PROJECTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan project 1) Project scope and objectives are developed in consultation with appropriate colleagues and customer. 2) Project priorities, responsibilities and timelines are agreed with the customer and communicated to appropriate colleagues. 3) Resource and budgeting strategy for the project is identified. 4) Administrative structure of the project is established. 5) Evaluation system is developed in consultation with appropriate colleagues. 6) Key project milestones are identified and communicated.</p> <p>Element 2 – Administer and monitor project 1) Project is implemented and monitored according to established guidelines. 2) Support and assistance is provided to team members. 3) Progress against project goals is assessed and reviewed in consultation with the team members and the customer. 4) Additional resource requirements are assessed and action taken accordingly. 5) Financial control system is implemented and monitored according to project guidelines. 6) Regular report on project progress is provided to all appropriate colleagues and customer. 7) Project is finalized within agreed timelines.</p> <p>Element 3 – Evaluate project 1) Agreed evaluation system is used to assess the effectiveness of implementation at specified stages. 2) Evaluation takes account of agreed goals and priorities. 3) Results of evaluation are incorporated into on-going project management. 4) Information from project evaluation is shared with appropriate colleagues and customer.</p>	<p>UNIT VARIABLES Projects may include conference & meetings, promotions, introduction of new product or system, product development, research project, on-going business projects.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate skills and knowledge in project management system & processes, in-depth knowledge of the nature of the project being managed, skills in planning, leadership, finance and administration. 2) Ability to effectively plan, carry out, monitor and evaluate projects. 3) Understanding of critical elements of effective project management.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

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05	Results of Assessment	
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Assessment Document 2

APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.09.05 - MANAGE AND EVALUATE PROJECTS*

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan project						
	1) Project scope and objectives are developed in consultation with appropriate colleagues and customer.					
	2) Project priorities, responsibilities and timelines are agreed with the customer and communicated to appropriate colleagues.					

	3) Resource and budgeting strategy for the project is identified.					
	4) Administrative structure of the project is established.					
	5) Evaluation system is developed in consultation with appropriate colleagues.					
	6) Key project milestones are identified and communicated.					
Element 2 – Administer and monitor project						
	1) Project is implemented and monitored according to established guidelines.					
	2) Support and assistance is provided to team members.					
	3) Progress against project goals is assessed and reviewed in consultation with the team members and the customer.					
	4) Additional resource requirements are assessed and action taken accordingly.					
	5) Financial control system is implemented and monitored according to project guidelines.					
	6) Regular report on project progress is provided to all appropriate colleagues and customer.					
	7) Project is finalized within agreed timelines.					
Element 3 – Evaluate project						
	1) Agreed evaluation system is used to assess the effectiveness of implementation at specified stages.					
	2) Evaluation takes account of agreed goals and priorities.					
	3) Results of evaluation are incorporated into on-going project management.					
	4) Information from project evaluation is shared with appropriate colleagues and customer.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.09.05 - MANAGE AND EVALUATE PROJECTS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.10.05 – PLAN AND ESTABLISH A SMALL ENTERPRISE (SME)

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify business opportunity</p> <p>1) Sources of data for business opportunity is correctly identified and accessed. 2) Necessary data for the study is collected, listed and reviewed with colleagues and related parties. 3) Government regulations is identified, assessed and incorporated in the process. 4) Business opportunity is thoroughly identified and assessed. 5) Principles of the business are developed. 6) Strength, weakness, opportunity and threats to the new business are accurately listed.</p> <p>Element 2 – Plan products and services</p> <p>1) Products and services are formulated and assessed. 2) Market demands, economic factors, and other relevant issues are taken into account is formulating the products and services. 3) Products and services are priced to achieve market acceptance and enterprise expected profit. 4) An appropriate mix of products / services is determined to meet customer requirements and enterprises expected objectives. 5) A business development schedules is established is stages of accomplishment.</p> <p>Element 3 – Develop budget</p> <p>1) Expenses for the business is correctly and meticulously identified and calculated. 2) Current and valid prices for materials and labor costs are obtained. 3) Add-on costs are estimated. 4) Contingencies are correctly and accurately incorporated. 5) Revenues to be generated are correctly and meticulously identified and calculated. 6) Estimated return on investment is correctly and meticulously calculated and incorporated into the report. 7) Deviation to the estimated budget is correctly identified and calculated</p> <p>Element 4 – Develop marketing plan</p> <p>1) Formal and informal market research / observation are conducted to determine marketing strategy. 2) A basic and simple marketing plan is developed. 3) Marketing and sales budget is accurately calculated to achieve balanced operations.</p> <p>Element 5 – Develop operational system</p> <p>1) A simple operational plan to run the business is developed. 2) Suitable book keeping system and records are developed according to established practice. 3) Suitable filing and administrative procedures are developed according to established practice. 4) Suitable financial system is developed according to established practice. 5) Financial and operational control system is developed according to established practice.</p> <p>Element 6 –Develop organization structure</p> <p>1) A simple organizational structure is established according to the products and services, and operational and marketing activities. 2) Efficient estimated staff to run the business is identified. 3) Job description for each staff is efficiently established. 4) Cost of personnel is efficiently calculated. 5) Sources of staff are identified. 6) Training and induction program is planned.</p> <p>Element 7 – Comply with legal requirements</p> <p>1) Relevant permits and regulations for the products and services are identified. 2) Relevant business records, legal documentation, business name and license are registered according to legislative requirements. 3) Operation and process comply with relevant legislation and industrial requirements.</p>	<p>UNIT VARIABLES</p> <p>This unit is suitable for planning a small business.</p> <p>ASSESSMENT GUIDE*:</p> <p>1) Evidence should include knowledge and skills in OHS regulation, environmental requirements, taxation requirements, insurance legislation, etc.</p> <p>2) Underpinning skills and knowledge include: business planning principles, basic accounting/bookkeeping procedures, filing system, staffing principles, principles of planning, impacts of external and internal factors to business, and communication and leadership skills.</p>

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.10.05 - PLAN AND ESTABLISH A SMALL ENTERPRISE (SME)*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.10.05 - PLAN AND ESTABLISH A SMALL ENTERPRISE (SME)*

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify business opportunity						
	1) Sources of data for business opportunity is correctly identified and accessed.					
	2) Necessary data for the study is collected, listed and reviewed with colleagues and related parties.					
	3) Government regulations is identified, assessed and incorporated in the process.					

	4) Business opportunity is thoroughly identified and assessed.					
	5) Principles of the business are developed.					
	6) Strength, weakness, opportunity and threats to the new business are accurately listed.					
Element 2 – Plan products and services						
	1) Products and services are formulated and assessed.					
	2) Market demands, economic factors, and other relevant issues are taken into account in formulating the products and services.					
	3) Products and services are priced to achieve market acceptance and enterprise expected profit.					
	4) An appropriate mix of products / services is determined to meet customer requirements and enterprises expected objectives.					
	5) A business development schedules is established in stages of accomplishment.					
Element 4 – Develop marketing plan						
	1) Formal and informal market research / observation are conducted to determine marketing strategy.					
	2) A basic and simple marketing plan is developed.					
	3) Marketing and sales budget is accurately calculated to achieve balanced operations.					
Element 5 – Develop operational system						
	1) A simple operational plan to run the business is developed.					
	2) Suitable book keeping system and records are developed according to established practice.					
	3) Suitable filing and administrative procedures are developed according to established practice.					
	4) Suitable financial system is developed according to established practice.					
	5) Financial and operational control system is developed according to established practice.					
Element 6 –Develop organization structure						
	1) A simple organizational structure is established according to the products and services, and operational and marketing activities.					
	2) Efficient estimated staff to run the business is identified.					
	3) Job description for each staff is efficiently established.					
	4) Cost of personnel is efficiently calculated.					
	5) Sources of staff are identified.					
	6) Training and induction program is planned.					
Element 7 – Comply with legal requirements						
	1) Relevant permits and regulations for the products and services are identified.					
	2) Relevant business records, legal documentation, business name and license are registered according to legislative requirements.					
	3) Operation and process comply with relevant legislation and industrial requirements.					

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.10.05 - PLAN AND ESTABLISH A SMALL ENTERPRISE (SME)*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.11.05 – MINIMIZE AND CONTROL THEFT

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Establish security system for internal thefts</p> <p>1) Security system, policy and procedures to minimize theft is identified and established. 2) Established system is clearly communicated to all personnel. 3) Security surveillance system and equipment are promptly identified, assessed and place in the proper location. 4) Security responsibility is delegated to appropriate section and staff. 5) Training and exercise are provided as necessary.</p> <p>Element 2 – Apply routine security checks</p> <p>1) Enterprise security system and procedures is applied appropriately. 2) Cash is handled and secured according to enterprise policy and procedures. 3) Suspicious behavior is observed, assessed and dealt with according to enterprise policy. 4) Theft is dealt with according to enterprise policy and procedures.</p> <p>Element 3 – Minimize theft in the guest room (for hotels)</p> <p>1) Appropriate action is taken to minimize theft according to enterprise policy and procedures. 2) All enterprise equipment and furniture are listed out and properly filed. 3) Linen and fixtures are advised to guests when checking in. 4) Purchase advice for items in the guest room is placed in appropriate location in the room. 5) Valuable items of guests are properly advised to be kept in the safety box provided. 6) Room equipment, furniture & fixture and linen are appropriately checked prior to payment and check-out. 7) Loss items are dealt with according to enterprise policy and procedures.</p> <p>Element 4 – Minimize internal theft</p> <p>1) Special entry/exit is provided for all staff. 2) Enterprise security system and procedures is appropriately applied to all staff.</p>	<p>UNIT VARIABLES</p> <p>The following variables may be present enterprise policies & procedures, government security regulations, size & type of enterprise, enterprise merchandise and service range, special security for merchandise, types of security equipment.</p> <p>Security procedures may deal with customers & visitors, fulltime & part time staff, keys, stock, correspondence, cash & credit, equipment, premises, armed hold-up.</p> <p>ASSESSMENT GUIDE</p> <p>1. Ability to demonstrate skills and knowledge in enterprise security policy, relevant security regulation for customers and staff, merchandising system, security procedures in handling cash, credit / debit cards, transactions, security of furniture, fixture & equipment, reporting procedures for theft. 2) Ability to follow security procedures. 3) Demonstrated knowledge to prevent theft in retail business.</p>

2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
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04	Unit Assessed	APEC SS 1.02.11.05 - MINIMIZE AND CONTROL THEFT*
05	Results of Assessment	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.11.05 - MINIMIZE AND CONTROL THEFT*

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Establish security system for internal thefts					
	1) Security system, policy and procedures to minimize theft is identified and established.					

	2) Established system is clearly communicated to all personnel.					
	3) Security surveillance system and equipment are promptly identified, assessed and place in the proper location.					
	4) Security responsibility is delegated to appropriate section and staff.					
	5) Training and exercise are provided as necessary.					
Element 2 – Apply routine security checks						
	1) Enterprise security system and procedures is applied appropriately.					
	2) Cash is handled and secured according to enterprise policy and procedures.					
	3) Suspicious behavior is observed, assessed and dealt with according to enterprise policy.					
	4) Theft is dealt with according to enterprise policy and procedures.					
Element 3 – Minimize theft in the guest room (for hotels)						
	1) Appropriate action is taken to minimize theft according to enterprise policy and procedures.					
	2) All enterprise equipment and furniture are listed out and properly filed.					
	3) Linen and fixtures are advised to guests when checking in.					
	4) Purchase advice for items in the guest room is placed in appropriate location in the room.					
	5) Valuable items of guests are properly advised to be kept in the safety box provided.					
	6) Room equipment, furniture & fixture and linen are appropriately checked prior to payment and check-out.					
	7) Loss items are dealt with according to enterprise policy and procedures.					
Element 4 – Minimize internal theft						
	1) Special entry/exit is provided for all staff.					
	2) Enterprise security system and procedures is appropriately applied to all staff.					

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.11.05 - MINIMIZE AND CONTROL THEFT*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.12.05 – MONITOR WORKPLACE OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 - Monitor and improve workplace operations 1) Efficiency and service levels are monitored on an on-going basis. 2) Operations in the workplace support overall enterprise goals and quality assurance initiative. 3) Quality problems and issues are promptly identified and adjustments are made accordingly. 4) Procedures and systems are changed in consultation with colleagues to improve efficiency and effectiveness. 5) Colleagues are consulted about ways to improve efficiency and service levels.</p> <p>Element 2 - Plan and organize workflows 1) Current workload of colleagues is accurately assessed. 2) Work is scheduled in a manner which enhances efficiency and customer service quality. 3) Work is delegated to appropriate people in accordance with principles of delegation of work and authority. 4) Workflow is assessed against agreed objectives and timelines. 5) Colleagues are assisted in prioritization of workload. 6) Input is provided to appropriate management regarding staff needs.</p> <p>Element 3 - Maintain workplace records 1) Workplace records are accurately completed and submitted within required timeframes. 2) Where appropriate completion of records is delegated and monitored prior to submission.</p> <p>Element 4 - Solve problems and make decisions 1) Workplace problems are promptly identified and considered from an operational and customer service perspective. 2) Short term actions are initiated to resolve the immediate problem where appropriate. 3) Problems are analyzed for any long-term impact and potential solutions are assessed and carried out in consultation with relevant colleagues. 4) Where problem is raised by a team member, they are encouraged to participate in solving the problem. 5) Follow up action is taken to monitor the effectiveness of solutions in the workplace.</p>	<p>UNIT VARIABLES Problems may include difficult customer service situations, equipment breakdown/technical failure, delays and time difficulties. Workplace records may include staff records and regular performance reports.</p> <p>ASSESSMENT GUIDE* 1) Ability to demonstrate competence, skills and knowledge in the roles and responsibilities in monitoring work operations, overview of leadership and managerial responsibilities, principles of work planning, related SOP, quality assurance principles, time management, principles of delegation, problem solving and decision making process, and related legislative issues. 2) Ability to effectively monitor and respond to a range of common operational workplace issues. 3) Knowledge of principles of workflow planning, delegation and problem solving. 4) Knowledge of government regulations which affect short term work process.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	

03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.12.05 - MONITOR WORKPLACE OPERATIONS*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.12.05 - MONITOR WORKPLACE OPERATIONS*

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 - Monitor and improve workplace operations						
	1) Efficiency and service levels are monitored on an on-going basis.					
	2) Operations in the workplace support overall enterprise goals and quality assurance initiative.					
	3) Quality problems and issues are promptly identified and adjustments are made accordingly.					
	4) Procedures and systems are changed in consultation with colleagues to improve efficiency and effectiveness.					
	5) Colleagues are consulted about ways to improve efficiency and service levels.					
Element 2 - Plan and organize workflows						
	1) Current workload of colleagues is accurately assessed.					
	2) Work is scheduled in a manner which enhances efficiency and customer service quality.					
	3) Work is delegated to appropriate people in accordance with principles of delegation of work and authority.					
	4) Workflow is assessed against agreed objectives and timelines.					

	5) Colleagues are assisted in prioritization of workload.					
	6) Input is provided to appropriate management regarding staff needs.					
Element 3 - Maintain workplace records						
	1) Workplace records are accurately completed and submitted within required timeframes.					
	2) Where appropriate completion of records is delegated and monitored prior to submission.					
Element 4 - Solve problems and make decisions						
	1) Workplace problems are promptly identified and considered from an operational and customer service perspective.					
	2) Short term actions are initiated to resolve the immediate problem where appropriate.					
	3) Problems are analyzed for any long-term impact and potential solutions are assessed and carried out in consultation with relevant colleagues.					
	4) Where problem is raised by a team member, they are encouraged to participate in solving the problem.					
	5) Follow up action is taken to monitor the effectiveness of solutions in the workplace.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.12.05 - MONITOR WORKPLACE OPERATIONS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 1.02.13.05 – DEVELOP AND IMPLEMENT OPERATIONAL PLANS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 - Develop the operational plan 1) Plans and strategies are developed based on workplace needs and identification of opportunities for improvement and innovation. 2) Scope and objectives of the required initiative are developed based on: overall enterprise goals, staff & customer feedback, and monitoring of workplace operations. 3) Internal and external factors which may impact on the plan are identified and analyzed. 4) Appropriate colleagues are consulted during the development of the plan. 5) Resource strategies are developed. 6) Administrative framework and systems are developed. 7) Priorities, responsibilities and timelines are clearly identified and communicated. 8) Evaluation systems are developed in consultation with appropriate colleagues. 9) An internal and external communications strategy is developed to keep stakeholders informed.</p> <p>Element 2 - Implement and monitor operational plan 1) Identified actions are implemented and monitored in accordance with agreed priorities. 2) Support and assistance is provided to colleagues involved in implementing the plan. 3) Reports are provided in accordance with enterprise requirements. 4) Financial control systems are implemented and monitored. 5) Additional resource requirements are assessed and carried out in accordance with enterprise policy.</p> <p>Element 3 – Conduct on-going evaluation 1) Agreed evaluation methods are used to assess efficiency and effectiveness in the workplace. 2) Evaluation involves all appropriate colleagues. 3) Problems are identified and adjustments are made accordingly. 4) Results of evaluation are incorporated into on going planning and operational management.</p>	<p>UNIT VARIABLES Operational plan is usually related to efficient and effective workplace operations and the establishment or review of SOP.</p> <p>ASSESSMENT GUIDE* 1) Look for skills and knowledge of planning techniques, problem solving and decision making in operations, the ability to integrate necessary issues within the plan and the ability to apply related knowledge to specific context of the plan. 2) Demonstrated knowledge in establishing a realistic plan, regulations and liabilities appropriate to the specific operation, current and potential operational trends, communications, and research skills. 3) Understand specific implementation issues which may affect the plan.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.13.05 - DEVELOP AND IMPLEMENT OPERATIONAL PLANS*
05	Results of Assessment	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.13.05 - DEVELOP AND IMPLEMENT OPERATIONAL PLANS*

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 - Develop the operational plan						
	1) Plans and strategies are developed based on workplace needs and identification of opportunities for improvement and innovation.					
	2) Scope and objectives of the required initiative are developed based on: overall enterprise goals, staff & customer feedback, and monitoring of workplace operations.					
	3) Internal and external factors which may impact on the plan are identified and analyzed.					
	4) Appropriate colleagues are consulted during the development of the plan.					
	5) Resource strategies are developed.					
	6) Administrative framework and systems are developed.					
	7) Priorities, responsibilities and timelines are clearly identified and communicated.					
	8) Evaluation systems are developed in consultation with appropriate colleagues.					
	9) An internal and external communications strategy is developed to keep stakeholders informed.					
Element 2 - Implement and monitor operational plan						
	1) Identified actions are implemented and monitored in accordance with agreed priorities.					
	2) Support and assistance is provided to colleagues involved in implementing the plan.					
	3) Reports are provided in accordance with enterprise requirements.					
	4) Financial control systems are implemented and monitored.					
	5) Additional resource requirements are assessed and carried out in accordance with enterprise policy.					
Element 3 – Conduct on-going evaluation						
	1) Agreed evaluation methods are used to assess efficiency and effectiveness in the workplace.					
	2) Evaluation involves all appropriate colleagues.					
	3) Problems are identified and adjustments are made accordingly.					
	4) Results of evaluation are incorporated into on going planning and operational management.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.13.05 - DEVELOP AND IMPLEMENT OPERATIONAL PLANS*

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.14.05 – DEVELOP, IMPLEMENT AND MONITOR BUSINESS PLAN

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 - Develop business plan 1) A business plan is prepared using recognized business planning techniques to include the following issues: a. mission statement; b. business objectives; c. current and potential products; d. industry environment; e. external business environment; f. market analysis; g. marketing strategy; h. operational strategy; i. management / organizational structure; j. labor regulations and qualification; k. financial plan and P/L projection; l. action plan and timeframes; m. evaluation techniques; n. business ethics; o. liability and legal issues; p. environmental considerations; q. local community issues; r. quality work process. 2) The business plan is prepared after consultation with colleagues, staff and stakeholders. 3) Contingency plans are established and taken into consideration in view of the changing external and internal circumstances.</p> <p>Element 2 – Implement the business plan 1) The objectives and content of the plan is communicated in a timely manner to appropriate</p>	<p>UNIT VARIABLES Business plan may include: a new business venture, an existing business, a division or department of an establishment, a new product development initiative.</p> <p>ASSESSMENT GUIDE* 1) Look for ability to develop and implement a realistic business plan, the ability to integrate necessary issues within the plan</p>

<p>personnel in a manner which facilitates a clear understanding of the plan and its role and a clear understanding of objectives, activities and individual responsibilities. 2) Appropriate communication and leadership techniques are employed in the management of the business plan to encourage: a. teamwork approach; b. staff commitment to targets and service quality. 3) Staff is encouraged to provide ongoing input to the business plan. 4) Actions detailed in the plan are implemented cost efficiently.</p> <p>Element 3 – Monitor the business plan</p> <p>1) Business plan is regularly reviewed and revised according to changing overall circumstances. 2) Activities are monitored according to established methods on an on going basis to check progress towards objectives, individual activities and contribution to the goals, and the need to assert established a contingency plan. 3) Contingency plan are promptly implemented according to management decision.</p>	<p>and the ability to apply related knowledge to specific context of the plan. 2) Demonstrated knowledge in business planning techniques, legal and business liabilities appropriate to business context, current and potential economic trends, communications, leadership and research skills. 3) Understand specific implementation issues which may affect the plan.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.14.05 - DEVELOP, IMPLEMENT AND MONITOR BUSINESS PLAN*
05	Results of Assessment	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.14.05 - DEVELOP, IMPLEMENT AND MONITOR BUSINESS PLAN*

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 - Develop business plan						
	1) A business plan is prepared using recognized business planning techniques to include the following issues: a. mission statement; b. business objectives; c. current and potential products; d. industry environment; e. external business environment; f. market analysis; g. marketing strategy; h. operational strategy; i. management / organizational structure; j. labor regulations and qualification; k. financial plan and P/L projection; l. action plan and timeframes; m. evaluation techniques; n. business ethics; o. liability and legal issues; p. environmental considerations; q. local community issues; r. quality work process.					
	2) The business plan is prepared after consultation with colleagues, staff and stakeholders.					
	3) Contingency plans are established and taken into consideration in view of the changing external and internal circumstances.					
Element 2 – Implement the business plan						
	1) The objectives and content of the plan is communicated in a timely manner to appropriate personnel in a manner which facilitates a clear understanding of the plan and its role and a clear understanding of objectives, activities and individual responsibilities.					
	2) Appropriate communication and leadership techniques are employed in the management of the business plan to encourage: a. teamwork approach; b. staff commitment to targets and service quality.					
	3) Staff is encouraged to provide ongoing input to the business plan.					
	4) Actions detailed in the plan are implemented cost efficiently.					
Element 3 – Monitor the business plan						
	1) Business plan is regularly reviewed and revised according to changing overall circumstances.					
	2) Activities are monitored according to established methods on an on going basis to check progress towards objectives, individual activities and contribution to the goals, and the need to assert established a contingency plan.					
	3) Contingency plan are promptly implemented according to management decision.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.14.05 - DEVELOP, IMPLEMENT AND MONITOR BUSINESS PLAN*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.15.05 – ESTABLISH AND MAINTAIN A SAFE AND SECURE WORKPLACE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Establish and maintain a framework for health, safety and security (HSS) 1) HSS policies are developed and clearly expressed in enterprise policies. 2) HSS responsibilities and duties are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions. 3) Financial and human resources are identified, sought, and/or provided in a timely and consistent manner. 4) Information on the occupational HSS system and procedures is provided and explained in a form readily accessible to employees.</p> <p>Element 2 – Establish and maintain participative arrangements for the management of HSS 1) Appropriate consultative processes are established and maintained. 2) Issues from participation and consultation are dealt with and resolved promptly and effectively. 3) Information about the outcomes of participation and consultation is provided in a manner accessible to employees.</p> <p>Element 3 – Establish and maintain procedures for identifying hazards and risks 1) Existing and potential hazards and risks are correctly identified and assessed. 2) A procedure for on-going identification and assessment is developed and integrated within work systems and procedures. 3) Activities are monitored to ensure that this procedure is adopted effectively. 4) Hazard identification and risk assessment are addressed at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards and risks are not created. 5) Risks presented by identified hazards are correctly assessed in accordance with Occupational Health and Safety legislation and codes of practice.</p> <p>Element 4 – Establish and maintain procedures for controlling hazards and risks 1) Measures to control assessed risks are developed and implemented. 2) When measures, which control a risk at its source, are not immediately practicable, interim solutions are implemented until a permanent control measure is developed. 3) A procedure for on-going control of risks is developed and integrated within general systems of work and procedures. 4) Activities are monitored to ensure that the risk control procedure is adopted. 5) Risk control is addressed at the planning, design and evaluation stages of any changes within the area of management responsibility to ensure that adequate risk control measures are included. 6) In-adequacies in existing risk control measures are identified in accordance with the hierarchy of control and resources enabling implementation of new measures are sought and/or provided according to appropriate procedures.</p>	<p>UNIT VARIABLES</p> <p>Hazards or risks may include workplace sickness, fire, crowd related risks, accidents, bomb scares, theft and armed robbery, deranged customers, equipment failure, weather emergencies, and pests.</p> <p>ASSESSMENT GUIDE*</p> <p>1) Demonstrated skills and knowledge in relevant government occupational HSS legislation as it affect the workplace operations. 2) Knowledge of relationship between</p>

<p>Element 5 – Establish and maintain organizational procedures for dealing with hazardous events 1) Potential hazardous events are correctly and promptly identified. 2) Procedures which could control the risks associated with hazardous events and meet any legislative requirements as a minimum are developed in consultation with appropriate emergency services. 3) Appropriate information and training is provided to all employees to enable implementation of the correct procedures in all relevant circumstances.</p> <p>Element 6 – Establish and maintain an occupational health and safety training program An occupational health and safety training program is developed and monitored.</p> <p>Element 7 – Establish and maintain a system for occupational health and safety records A system for keeping occupational health and safety record is established and monitored.</p> <p>Element 8 - Evaluate the organization's HSS system 1) Effectiveness of the HSS system and related policies, procedures and program is assessed to according to the organization's aims with respect to occupational HSS. 2) Improvements to the occupational health and safety system are developed and implemented. 3) Compliance with occupational HSS and codes of practice is assessed to ensure that legal occupational HSS standards are maintained as a minimum.</p>	<p>SOP and HSS. 3) Look for ability to develop a framework for HSS system for specific operation.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.15.05 - ESTABLISH AND MAINTAIN A SAFE AND SECURE WORKPLACE *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.15.05 - ESTABLISH AND MAINTAIN A SAFE AND SECURE WORKPLACE *

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Establish and maintain a framework for health, safety and security (HSS)						
	1) HSS policies are developed and clearly expressed in enterprise policies.					
	2) HSS responsibilities and duties are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions.					
	3) Financial and human resources are identified, sought, and/or provided in a timely and consistent manner.					
	4) Information on the occupational HSS system and procedures is provided and explained in a form readily accessible to employees.					
Element 2 – Establish and maintain participative arrangements for the management of HSS						
	1) Appropriate consultative processes are established and maintained.					
	2) Issues from participation and consultation are dealt with and resolved promptly and effectively.					
	3) Information about the outcomes of participation and consultation is provided in a manner accessible to employees.					
Element 3 – Establish and maintain procedures for identifying hazards and risks						
	1) Existing and potential hazards and risks are correctly identified and assessed.					
	2) A procedure for on-going identification and assessment is developed and integrated within work systems and procedures.					
	3) Activities are monitored to ensure that this procedure is adopted effectively.					
	4) Hazard identification and risk assessment are addressed at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards and risks are not created.					
	5) Risks presented by identified hazards are correctly assessed in accordance with Occupational Health and Safety legislation and codes of practice.					
Element 4 – Establish and maintain procedures for controlling hazards and risks						
	1) Measures to control assessed risks are developed and implemented.					
	2) When measures, which control a risk at its source, are not immediately practicable, interim solutions are implemented until a permanent control measure is developed.					
	3) A procedure for on-going control of risks is developed and integrated within general systems of work and procedures.					
	4) Activities are monitored to ensure that the risk control procedure is adopted.					
	5) Risk control is addressed at the planning, design and evaluation stages of any changes within the area of management responsibility to ensure that adequate risk control measures are included.					
	6) In-adequacies in existing risk control measures are identified in accordance with the hierarchy of control and resources enabling implementation of new measures are sought and/or provided according to appropriate procedures.					
Element 5 – Establish and maintain organizational procedures for dealing with hazardous events						
	1) Potential hazardous events are correctly and promptly identified.					

	2) Procedures which could control the risks associated with hazardous events and meet any legislative requirements as a minimum are developed in consultation with appropriate emergency services.					
	3) Appropriate information and training is provided to all employees to enable implementation of the correct procedures in all relevant circumstances.					
Element 6 – Establish and maintain an occupational health and safety training program						
	An occupational health and safety training program is developed and monitored.					
Element 7 – Establish and maintain a system for occupational health and safety records						
	A system for keeping occupational health and safety record is established and monitored.					
Element 8 - Evaluate the organization's HSS system						
	1) Effectiveness of the HSS system and related policies, procedures and program is assessed to according to the organization's aims with respect to occupational HSS.					
	2) Improvements to the occupational health and safety system are developed and implemented.					
	3) Compliance with occupational HSS and codes of practice is assessed to ensure that legal occupational HSS standards are maintained as a minimum.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.15.05 - ESTABLISH AND MAINTAIN A SAFE AND SECURE WORKPLACE *

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE
APEC SS 1.02.16.05
IMPLEMENT WORKPLACE HEALTH, SAFETY AND SECURITY (HSS) PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Provide information on HSS issues 1) Relevant information is accurately and clearly explained to staff. 2) Specific enterprise information on HSS is accurately and clearly explained to staff. 3) All information is readily accessible to staff.</p> <p>Element 2 – Coordinate staff participation in HSS issues 1) All staff members are given the opportunity to contribute to the management of HSS in the workplace. 2) Issues raised through consultation are carried out, resolved or referred to the appropriate person for follow up. 3) Feedback is provided on management systems to the designated person.</p> <p>Element 3 – Implement and monitor procedures for controlling hazards and risks 1) Workplace hazards and risks are identified and reported. 2) Control procedures are implemented and monitored in accordance with enterprise and government regulations. 3) In-adequacies in control measures are promptly identified and reported to the appropriate person.</p> <p>Element 4 – Implement and monitor HSS training 1) Training needs are accurately identified based on close monitoring in the workplace. 2) Arrangements are made for fulfilling training needs in consultation with appropriate management and accordance with enterprise policy. 3) Effectiveness of training is monitored in the workplace and adjustments made as necessary.</p> <p>Element 5 – Maintain HSS records 1) Records are accurately and legibly completed and stored in accordance with enterprise and legal requirements. 2) Data is used to provide reliable input to the management of workplace HSS issues.</p>	<p>UNIT VARIABLES Hazards or risks may include workplace sickness, fire, crowd related risks, accidents, bomb scares, theft and armed robbery, deranged customers, equipment failure, weather emergencies, and pests.</p> <p>ASSESSMENT GUIDE* 1) Demonstrated skills and knowledge in relevant government occupational HSS legislation as it affect the workplace operations. 2) Knowledge of specific enterprise policies and procedures. 3) Ability to monitor HSS within the context of an established system where policies, procedures and programs exist. 4) Knowledge of required elements of HSS regulations.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.16.05 - IMPLEMENT WORKPLACE HSS* (Health, Safety and Security) PROCEDURES
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.16.05 - IMPLEMENT WORKPLACE HSS* (Health, Safety and Security) PROCEDURES

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Provide information on HSS issues						
	1) Relevant information is accurately and clearly explained to staff.					
	2) Specific enterprise information on HSS is accurately and clearly explained to staff.					
	3) All information is readily accessible to staff.					
Element 2 – Coordinate staff participation in HSS issues						
	1) All staff members are given the opportunity to contribute to the management of HSS in the workplace.					
	2) Issues raised through consultation are carried out, resolved or referred to the appropriate person for follow up.					
	3) Feedback is provided on management systems to the designated person.					
Element 3 – Implement and monitor procedures for controlling hazards and risks						
	1) Workplace hazards and risks are identified and reported.					
	2) Control procedures are implemented and monitored in accordance with enterprise and government regulations.					
	3) In-adequacies in control measures are promptly identified and reported to the appropriate person.					
Element 4 – Implement and monitor HSS training						
	1) Training needs are accurately identified based on close monitoring in the workplace.					
	2) Arrangements are made for fulfilling training needs in consultation with appropriate management and accordance with enterprise policy.					
	3) Effectiveness of training is monitored in the workplace and adjustments made as necessary.					
Element 5 – Maintain HSS records						
	1) Records are accurately and legibly completed and stored in accordance with enterprise and legal requirements.					

	2) Data is used to provide reliable input to the management of workplace HSS issues.				
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Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.16.05 - IMPLEMENT WORKPLACE HSS* (Health, Safety and Security) PROCEDURES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.17.05
DEVELOP AND UPDATE LEGAL KNOWLEDGE FOR BUSINESS COMPLIANCE

ELEMENT & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research and find the legal information required for business compliance 1) Sources of legal information and advice are accurately identified and accessed. 2) Information is selected and analyzed for relevance to the business. 3) Information is recorded and/or distributed.</p> <p>Element 2 – Ensure compliance with legal requirements 1) Need for legal advice is assessed and sought where appropriate. 2) Information is shared with appropriate work colleagues in a timely manner. 3) Where appropriate information updates and training are organized for colleagues and staff. 4) Workplace systems and procedures are</p>	<p>UNIT VARIABLES Source of legal information may include reference books, media, associations, journals, internet, customers & suppliers, legal experts.</p> <p>ASSESSMENT GUIDE *: 1) Ability to demonstrate skills and knowledge in the legal aspects of contract, insurance,</p>

established and monitored to ensure compliance with legal requirements. 5) Aspects of operations which may infringe laws are identified and modifications are promptly developed and implemented. Element 3 - Update legal knowledge 1) Informal and formal research is used to update the legal knowledge required for business compliance. 2) Updated knowledge is shared with colleagues and incorporated into workplace planning and operations.	customer protection, trade practices, licensing, industrial relations, taxation, equal employment opportunity, business statutory, research skills, responsibilities / liabilities of enterprise. 2) Understanding of the legislation that affects operations. 3) Knowledge on how and when to update information.
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.17.05 - DEVELOP AND UPDATE LEGAL KNOWLEDGE FOR BUSINESS COMPLIANCE *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.17.05 - DEVELOP AND UPDATE LEGAL KNOWLEDGE FOR BUSINESS COMPLIANCE *
 Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Research and find the legal information required for business compliance						
	1) Sources of legal information and advice are accurately identified and accessed.					
	2) Information is selected and analyzed for relevance to the business.					
	3) Information is recorded and/or distributed.					
Element 2 – Ensure compliance with legal requirements						
	1) Need for legal advice is assessed and sought where appropriate.					
	2) Information is shared with appropriate work colleagues in a timely manner.					
	3) Where appropriate information updates and training are organized for colleagues and staff.					
	4) Workplace systems and procedures are established and monitored to ensure compliance with legal requirements.					
	5) Aspects of operations which may infringe laws are identified and modifications are promptly developed and implemented.					
Element 3 - Update legal knowledge						
	1) Informal and formal research is used to update the legal knowledge required for business compliance.					
	2) Updated knowledge is shared with colleagues and incorporated into workplace planning and operations.					

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.17.05 - DEVELOP AND UPDATE LEGAL KNOWLEDGE FOR BUSINESS COMPLIANCE *

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.18.05 – MANAGE AND PURCHASE STOCK

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Establish and implement an order and supply process 1) An order and supply process is established and implemented in the workplace. 2) Economic order quantity is established based on internal data and supplier advice. 3) Stock levels are determined according to peak seasons, special events and supplier's lead time. 4) Process is developed to include monitoring of quality during supply and delivery process.</p> <p>Element 2 – Establish and implement stock control systems 1) Stock control systems are developed and communicated to all appropriate staff. 2) Special control systems are applied to items showing high wastage of loss. 3) A range of data is used to calculate standards methods and measures and these are communicated to appropriate staff. 4) Systems are monitored in the workplace and adjustments made according to feedback and operational experience. 5) Staffs are trained to minimize stock wastage.</p> <p>Element 3 – Develop optimum supply arrangements 1) Quality of supply is evaluated based on feedback from colleagues and customers. 2) Potential suppliers are sourced and reviewed against enterprise requirements. 3) Purchase specifications are developed. 4) Suppliers are assessed against specifications. 5) Sources of supply are amended in accordance with assessment.</p>	<p>UNIT VARIABLES Stock may include food & beverages, linen, housekeeping supplies & room amenities, stationery, cleaning agents & chemicals, groceries & general store.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in methods of stock evaluation, methods of yield testing, planning, supplier and stock market knowledge. 2) Ability to develop stock purchasing and control system within enterprise context.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
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04	Unit Assessed	APEC SS 1.02.18.05 - MANAGE AND PURCHASE STOCK *
05	Results of Assessment	
06	Comments & Feedback	
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08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.18.05 - MANAGE AND PURCHASE STOCK *

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Establish and implement an order and supply process						
	1) An order and supply process is established and implemented in the workplace.					
	2) Economic order quantity is established based on internal data and supplier advice.					
	3) Stock levels are determined according to peak seasons, special events and supplier's lead time.					
	4) Process is developed to include monitoring of quality during supply and delivery process.					
Element 2 – Establish and implement stock control systems						
	1) Stock control systems are developed and communicated to all appropriate staff.					
	2) Special control systems are applied to items showing high wastage of loss.					
	3) A range of data is used to calculate standards methods and measures and these are communicated to appropriate staff.					
	4) Systems are monitored in the workplace and adjustments made according to feedback and operational experience.					
	5) Staffs are trained to minimize stock wastage.					
Element 3 – Develop optimum supply arrangements						
	1) Quality of supply is evaluated based on feedback from colleagues and customers.					
	2) Potential suppliers are sourced and reviewed against enterprise requirements.					
	3) Purchase specifications are developed.					

	4) Suppliers are assessed against specifications.					
	5) Sources of supply are amended in accordance with assessment.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.18.05 - MANAGE AND PURCHASE STOCK *

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.19.05 – MANAGE PHYSICAL ASSETS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop strategies for systematic maintenance, repair and purchase of physical assets Strategies for managing physical assets are developed to take account of the following issues: a) Overall business and marketing objectives; b) Appropriate product development plans; c) Upkeep of physical assets register; d) The need for preventive repairs and maintenance system; e) HSS issues; f) Scheduling to minimize disruption of production and loss of revenues; g) Use of contracts versus ad-hoc arrangements for maintenance and repairs; h) Professional evaluation of the condition of physical assets; i) Financial planning and constraints; and j) Environmentally sound practices.</p> <p>Element 2 – Monitor the performance of physical assets in the workplace</p>	<p>UNIT VARIABLES Physical assets may include: buildings, equipment, furniture, fittings & furnishings, vehicles, gardens, pools, rides & games.</p> <p>ASSESSMENT GUIDE* 1) Ability to demonstrate competence and knowledge in</p>

<p>1) Systems are set up to ensure that condition and performance of physical assets is regularly reported and discussed within the enterprise. 2) Systems are established to identify timely replacement of physical assets. 3) Assessments are based on safety operational efficiency and customer service quality. 4) Problems are promptly identified and acted upon. 5) Specialist assistance is accessed when required.</p> <p>Element 3 - Coordinate financing of physical assets maintenance</p> <p>1) Work or equipment specifications are accurately prepared. 2) Costs are estimated based on evaluation of: a) quotations and tenders from external supplies; b) Appropriate maintenance agreements; c) In-house advice from appropriate departments. 3) Appropriate financial agreements are made based on consideration of financing issues, including: a) Methods of financing (lease, purchase, hire purchase etc); b) Length of agreement; c) Taxation issues. 4) Depreciation is taken into account. 5) Financing is coordinated in consultation with financial management department or external professional companies.</p>	<p>overview of financing options for assets acquisition, laws governing different types of assets, environmental standards and requirements, planning. 2) Ability to plan for and manage the acquisition, maintenance and replacement of physical assets of the company. 2) Understanding of financial and legal issues that impact on the management of physical assets.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.19.05 - MANAGE PHYSICAL ASSETS*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
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Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.19.05 - MANAGE PHYSICAL ASSETS*

Name of Candidate :
 Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop strategies for systematic maintenance, repair and purchase of physical assets						
	Strategies for managing physical assets are developed to take account of the following issues: a) Overall business and marketing objectives; b) Appropriate product development plans; c) Upkeep of physical assets register; d) The need for preventive repairs and maintenance system; e) HSS issues; f) Scheduling to minimize disruption of production and loss of revenues; g) Use of contracts versus ad-hoc arrangements for maintenance and repairs; h) Professional evaluation of the condition of physical assets; i) Financial planning and constraints; and j) Environmentally sound practices.					
Element 2 – Monitor the performance of physical assets in the workplace						
	1) Systems are set up to ensure that condition and performance of physical assets is regularly reported and discussed within the enterprise.					
	2) Systems are established to identify timely replacement of physical assets.					
	3) Assessments are based on safety operational efficiency and customer service quality.					
	4) Problems are promptly identified and acted upon.					
	5) Specialist assistance is accessed when required.					
Element 3 - Coordinate financing of physical assets maintenance						
	1) Work or equipment specifications are accurately prepared.					
	2) Costs are estimated based on evaluation of: a) quotations and tenders from external supplies; b) Appropriate maintenance agreements; c) In-house advice from appropriate departments.					
	3) Appropriate financial agreements are made based on consideration of financing issues, including: a) Methods of financing (lease, purchase, hire purchase etc); b) Length of agreement; c) Taxation issues.					
	4) Depreciation is taken into account.					
	5) Financing is coordinated in consultation with financial management department or external professional companies.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.19.05 - MANAGE PHYSICAL ASSETS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.20.05
DEVELOP, IMPLEMENT AND MONITOR LOCAL/REGIONAL DEVELOPMENT PLAN

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop local/regional plans</p> <p>1) Plans are drafted within the context of the organizational overall development approach. 2) Plans include an inventory of available infrastructure and the carrying capacity. 3) Products and service gaps are identified. 4) Plans are drafted to take account of the level of community and industry resources. 5) Impact on the community are considered and incorporated into the planning process including environmental, social & cultural and economic factors. 6) Development initiatives within the plan are both culturally and environmentally appropriate for the region. 7) Community is consulted throughout the planning process. 8) Plans are developed to include a clear strategic and tactical focus. 9) Scheduled courses of action and evaluation methods are included. 10) Plans are submitted for approval to the appropriate authority within agreed timeframes.</p> <p>Element 2 – Implement plans</p> <p>1) Actions detailed in the plan are implemented according to schedule and contingencies. 2) Community is consulted and involved on an on-going basis.</p> <p>Element 3 – Monitor and evaluate plans</p> <p>1) Activities are monitored using the evaluation methods detailed in the plan on an on-going basis to take account of the following factors: a. progress towards objectives; b. evaluation of individual activities; c. the need for changes to the plan. 2) Any changes required are submitted for consideration and approval by the appropriate authority. 3) Agrees changes to the plans are promptly implemented and communicated.</p>	<p>UNIT VARIABLES</p> <p>Research may include local, regional or enterprise context.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in strategic planning techniques & practices, in-depth appreciation of the region where the plan is being developed (cultural, physical, social and environmental), knowledge of the industry in relation to supply, demand and opportunities, industry structures applied to the region. 2) Ability to apply the total planning process to the development of specific regional plan. 3) Ability to implement and monitor operational plan. 4) Detailed knowledge of issues that apply to the development and administration of the plan.</p>

2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.20.05 - DEVELOP, IMPLEMENT AND MONITOR LOCAL / REGIONAL DEVELOPMENT PLAN*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.20.05 - DEVELOP, IMPLEMENT AND MONITOR LOCAL / REGIONAL DEVELOPMENT PLAN*

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop local/regional plans						

	1) Plans are drafted within the context of the organizational overall development approach.					
	2) Plans include an inventory of available infrastructure and the carrying capacity.					
	3) Products and service gaps are identified.					
	4) Plans are drafted to take account of the level of community and industry resources.					
	5) Impact on the community are considered and incorporated into the planning process including environmental, social & cultural and economic factors.					
	6) Development initiatives within the plan are both culturally and environmentally appropriate for the region.					
	7). Community is consulted throughout the planning process.					
	8) Plans are developed to include a clear strategic and tactical focus.					
	9) Scheduled courses of action and evaluation methods are included.					
	10) Plans are submitted for approval to the appropriate authority within agreed timeframes.					
Element 2 – Implement plans						
	1) Actions detailed in the plan are implemented according to schedule and contingencies.					
	2) Community is consulted and involved on an on-going basis.					
Element 3 – Monitor and evaluate plans						
	1) Activities are monitored using the evaluation methods detailed in the plan on an on-going basis to take account of the following factors: a. progress towards objectives; b. evaluation of individual activities; c. the need for changes to the plan.					
	2) Any changes required are submitted for consideration and approval by the appropriate authority.					
	3) Agrees changes to the plans are promptly implemented and communicated.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.20.05 - DEVELOP, IMPLEMENT AND MONITOR LOCAL / REGIONAL DEVELOPMENT PLAN*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.21.05 / APEC SS 4.07.xx.05
CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare product development plan</p> <p>1) Product development plan is developed within the context of the overall business plan and marketing focus of the enterprise. 2) Product development opportunities are identified based market analysis and customer needs and expectations. 3) Plan takes account of input from both internal and external resources. 4) Market research is incorporated into planning process. 5) Plans consider the requirements of different customers including those with special needs. 6) Issues relating to product life cycles are considered in the planning process. 7) Budgetary and cash flow planning issues are incorporated. 8) Cost effectiveness and profitability is assessed. 9) External issues are incorporated as appropriate. 10) Relevant external issues are reviewed and incorporated, including: a. Legal and liability; b. Environmental; c. Cultural; d. General industry trends; e. National and local government regulations; f. Budget parameters; operational development. 11) Clear and schedule courses of action and evaluation criteria are incorporated.</p> <p>Element 2 – Prepare product development plan</p> <p>1) The objective and contents of product development plan are communicated promptly to all appropriate colleagues and customers. 2) Actions detailed in the plan are implemented according to agreed timelines. 3) Where appropriate, new products and services are tested in the market prior to implementation.</p> <p>Element 3 – Monitor and evaluate product development</p> <p>1) Product development initiatives are regularly monitored in terms of: a. Progress against agreed objective, schedule and evaluation criteria; b. Response of market; c. Feedback from distribution network; d. Feedback from staff; e. Internal and external changes; f. Cost effectiveness and profitability. 2) Necessary changes are identified and carried out in a timely manner. 3) Changes are communicated to all relevant colleagues and customers.</p>	<p>UNIT VARIABLES</p> <p>Product development may cover new product or product diversity, special product programs, new customer service features, building of new facilities or equipment purchase, shows, exhibition etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge of planning & project management, insurance issues of the product/program, environmental regulations, area market knowledge, understanding of profit/benefit issues against costs/disadvantages. 2) Ability to plan, implement and evaluate product development initiative. 3) Knowledge and understanding of all issues affecting the initiative.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	

04	Unit Assessed	APEC SS 1.02.21.05 / APEC SS 4.07.xx.05 CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.21.05 / APEC SS 4.07.xx.05
CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE *

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare product development plan						
	1) Product development plan is developed within the context of the overall business plan and marketing focus of the enterprise.					
	2) Product development opportunities are identified based market analysis and customer needs and expectations.					
	3) Plan takes account of input from both internal and external resources.					
	4) Market research is incorporated into planning process.					
	5) Plans consider the requirements of different customers including those with special needs.					
	6) Issues relating to product life cycles are considered in the planning process.					
	7) Budgetary and cash flow planning issues are incorporated.					
	8) Cost effectiveness and profitability is assessed.					
	9) External issues are incorporated as appropriate.					
	10) Relevant external issues are reviewed and incorporated, including: a. Legal and liability; b. Environmental; c. Cultural; d. General industry trends; e. National and local government regulations; f. Budget parameters; operational development.					

	11) Clear and schedule courses of action and evaluation criteria are incorporated.					
Element 2 – Prepare product development plan						
	1) The objective and contents of product development plan are communicated promptly to all appropriate colleagues and customers.					
	2) Actions detailed in the plan are implemented according to agreed timelines.					
	3) Where appropriate, new products and services are tested in the market prior to implementation.					
Element 3 – Monitor and evaluate product development						
	1) Product development initiatives are regularly monitored in terms of: a. Progress against agreed objective, schedule and evaluation criteria; b. Response of market; c. Feedback from distribution network; d. Feedback from staff; e. Internal and external changes; f. Cost effectiveness and profitability.					
	2) Necessary changes are identified and carried out in a timely manner.					
	3) Changes are communicated to all relevant colleagues and customers.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.21.05 / APEC SS 4.07.xx.05
CREATE, IMPLEMENT AND EVALUATE STRATEGIC PRODUCT DEVELOPMENT INITIATIVE *

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES
 (General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

ASSESSMENT FILE
APEC SS 1.02.22.05 / APEC SS 2.03.xx.05
PROVIDE MENTORING SUPPORT TO BUSINESS COLLEAGUES (THE BUDDY SYSTEM)

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Establish relationship with business colleagues 1) Effective communication styles are used to develop trust, confidence and rapport. 2) Agreements are made on how the relationship will be conducted including: a. The amount of time involved for both parties; b. confidentiality of information; c. scope of issues to be covered.</p> <p>Element 2 – Offer mentoring support 1) The colleague is assisted to identify and evaluate options to achieve goals. 2) Personal experiences and knowledge are shared with the colleague to assist in progress towards goals. 3) The colleague is encouraged to make decisions and take responsibility for the courses of action / solutions under consideration. 4) Supportive advice and assistance is provided in a manner which allows the colleague to retain responsibility for achievement of his/her own goals. 5) Changes in the mentoring relationship are recognized and openly discussed. 6) Adjustments to the relationship take account of the needs of both mentor and the colleague.</p>	<p>UNIT VARIABLES Mentor and colleagues assisted should work within the same company.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence, skills and knowledge in mentoring: its role and benefits, communication skills, related operational details. 2) Ability to use knowledge and experience to assist others and application of communication skills.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.22.05 / 2.03.xx.05 PROVIDE MENTORING SUPPORT TO BUSINESS COLLEAGUES* (THE BUDDY SYSTEM)
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.22.05 / 2.03.xx.05
PROVIDE MENTORING SUPPORT TO BUSINESS COLLEAGUES* (THE BUDDY SYSTEM)

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test
** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic
*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Establish relationship with business colleagues						
	1) Effective communication styles are used to develop trust, confidence and rapport.					
	2) Agreements are made on how the relationship will be conducted including: a. The amount of time involved for both parties; b. confidentiality of information; c. scope of issues to be covered.					
Element 2 – Offer mentoring support						
	1) The colleague is assisted to identify and evaluate options to achieve goals.					
	2) Personal experiences and knowledge are shared with the colleague to assist in progress towards goals.					
	3) The colleagues is encouraged to make decisions and take responsibility for the courses of action / solutions under consideration.					
	4) Supportive advice and assistance is provided in a manner which allows the colleague to retain responsibility for achievement of his/her own goals.					
	5) Changes in the mentoring relationship are recognized and openly discussed.					
	6) Adjustments to the relationship take account of the needs of both mentor and the colleague.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.22.05 / 2.03.xx.05
PROVIDE MENTORING SUPPORT TO BUSINESS COLLEAGUES* (THE BUDDY SYSTEM)

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.23.05 – REPRESENT ENTERPRISE IN EVENTS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Prepare administrative arrangement 1. Information pertinent to the event is correctly obtained. 2) The cost and benefit of attending the event is fairly analyzed. 3) The affect of attending such event to self duties is fairly analyzed. 4) Details of participation including the benefits of participation to enterprise are reported to management or the appropriate person according to enterprise procedures for permit to participation and costs involved. 5) Administrative requirements and procedures are appropriately processed. 6) Legal requirements are processed where appropriate.</p> <p>Element 2 – Prepare materials and participation 1) Issues or topics of the event are identified and assessed. 2) Enterprise views and policy regarding the issue of the event are obtained from the appropriate person or management. 3) The extent of achieved enterprise goals/ objectives from the event is clarified from the management or appropriate person. 4) Supporting documents and related materials for active participation and representation of the enterprise are properly collected or made and prepared for the trip.</p> <p>Element 3 – Represent organization 1. All sessions of the event are duly attended. 2) The event program is thoroughly assessed for active participation in the discussions. 3) Appropriate communication skills are employed all through the event. 4) Problematic issues are negotiated by bringing up different types of views together. 5) Enterprise point of views is properly communicated in a diplomatic manner. 6) Use appropriate formality or informality depending on the event and the party. 7) Use appropriate specialized vocabulary according to the progress of the discussion. 8) Generate possible solutions to the problem and try to achieve agreement on a win-win basis. 9) The interests of the enterprise should supersede other interests all through the duration of the event. 10) High lights of the discussions are noted down for documentation and future references. 11) Important papers and materials are obtained for documentation and future references.</p> <p>Element 4 – Liaise and negotiate with others 1) Issues needed to negotiate are identified and assessed. 2) Strategy developed to possible solutions with the best results. 3) Negotiations are conducted in a businesslike and professional manner. 4) Negotiations are conducted in the context of the entire interest of the organization.</p>	<p>UNIT VARIABLES Events may include: internal and external meetings & discussions, conferences, displays, exhibitions, trade marts, workshops, etc. Active participation may include: presentation, take part in discussions, off-sessions discussions and meetings with certain individuals, distribution of enterprise brochures to delegates, practicing sales techniques to visitors and buyers, negotiation on enterprise or self behalf, etc. Documents and materials for the event may include previous documents and files regarding the issue, display materials, history of similar or same issue, brochures & samples of commodities, laptops & LCD projector, souvenirs, blank contracts, etc. Document and materials to bring home may include: brochures from other companies, papers and presentations, and all other things pertinent to enterprise.</p> <p>ASSESSMENT GUIDE*: 1) Underpinning skills and knowledge include: relevant negotiation and</p>

<p>5) Negotiations are conducted to take account of the overall relationship between the organization and the other party. 6) Communication / negotiation style is appropriate to the circumstances. 7) Negotiation and communication techniques are used to maximize the chances of an acceptable win-win outcome for all parties. 8) Agreements are noted and confirmed in writing as required. 9) Relevant information is passed to the controlling office.</p> <p>Element 5 – Report results and proceedings to management</p> <p>1. Report of the participation is completed within enterprise timeframes and according to enterprise procedures. 2) Hi-lights of the event are presented when appropriate. 3) Future recommendations regarding participation in the event and reference for the enterprise are listed for future planning. 4) Follow up actions are carried out and/or implemented.</p>	<p>communications skills, knowledge of enterprise and products, language as proper to the event, etc.</p> <p>2) Evidence should include ability to negotiate and exercise communication skills, language proficiency as proper for the event, ability to give presentation materials, ability to properly represent the enterprise.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.23.05 - REPRESENT ENTERPRISE IN EVENTS*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

APEC SS 1.02.23.05 - REPRESENT ENTERPRISE IN EVENTS*

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Prepare administrative arrangement						
	1. Information pertinent to the event is correctly obtained.					
	2) The cost and benefit of attending the event is fairly analyzed.					
	3) The affect of attending such event to self duties is fairly analyzed.					
	4) Details of participation including the benefits of participation to enterprise are reported to management or the appropriate person according to enterprise procedures for permit to participation and costs involved.					
	5) Administrative requirements and procedures are appropriately processed.					
	6) Legal requirements are processed where appropriate.					
Element 2 – Prepare materials and participation						
	1) Issues or topics of the event are identified and assessed.					
	2) Enterprise views and policy regarding the issue of the event are obtained from the appropriate person or management.					
	3) The extent of achieved enterprise goals/ objectives from the event is clarified from the management or appropriate person.					
	4) Supporting documents and related materials for active participation and representation of the enterprise are properly collected or made and prepared for the trip.					
Element 3 – Represent organization						
	1. All sessions of the event are duly attended.					
	2) The event program is thoroughly assessed for active participation in the discussions.					
	3) Appropriate communication skills are employed all through the event.					
	4) Problematic issues are negotiated by bringing up different types of views together.					
	5) Enterprise point of views is properly communicated in a diplomatic manner.					
	6) Use appropriate formality or informality depending on the event and the party.					
	7) Use appropriate specialized vocabulary according to the progress of the discussion.					
	8) Generate possible solutions to the problem and try to achieve agreement on a win-win basis.					
	9) The interests of the enterprise should supersede other interests all through the duration of the event.					
	10) High lights of the discussions are noted down for documentation and future references.					
	11) Important papers and materials are obtained for documentation and future references.					
Element 4 – Liaise and negotiate with others						
	1) Issues needed to negotiate are identified and assessed.					
	2) Strategy developed to possible solutions with the best results.					
	3) Negotiations are conducted in a businesslike and professional manner.					
	4) Negotiations are conducted in the context of the entire interest of the organization.					
	5) Negotiations are conducted to take account of the overall relationship between the organization and the other party.					
	6) Communication / negotiation style is appropriate to the circumstances.					
	7) Negotiation and communication techniques are used to maximize the chances of an acceptable win-win outcome for all parties.					
	8) Agreements are noted and confirmed in writing as required.					
	9) Relevant information is passed to the controlling office.					

Element 5 – Report results and proceedings to management					
	1. Report of the participation is completed within enterprise timeframes and according to enterprise procedures.				
	2) Hi-lights of the event are presented when appropriate.				
	3) Future recommendations regarding participation in the event and reference for the enterprise are listed for future planning.				
	4) Follow up actions are carried out and/or implemented.				

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.23.05 - REPRESENT ENTERPRISE IN EVENTS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.24.05 – APPLY QUALITY STANDARDS AND PROCEDURES

ELEMENTS & PERFORMACE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Interpret quality standards 1) Workforce standards are identified and interpreted. 2) Organizations quality requirements are identified and understanding is confirmed. 3) All documentation is	UNIT VARIABLES Documentation may include processes & procedures, organization mission statement / goal / objectives, reports, checklists, customer feedback

<p>handled and completed in accordance with organization procedures.</p> <p>Element 2 – Apply quality standards</p> <p>1) Standards are applied for individual and team related services. 2) Performance is compared to documented requirements. 3) Non-compliance to quality standards is detected.</p> <p>Element 3 – Report on quality performance</p> <p>1) Quality system documentation report is completed. 2) All relevant data is recorded. 3) Instances of non-compliance are recorded in standard format. 4) Recommendations for improving workplace procedures/services/activities are communicated to appropriate personnel.</p> <p>Element 4 – Participate in quality improvement</p> <p>1). Performance monitoring to ensure product or service standards are maintained or improved is continued. 2) Participation in organization quality improvement processes occur where applicable.</p>	<p>forms, non-compliance record.</p> <p>ASSESSMENT GUIDE: 1) Ability to demonstrate skills and knowledge in organization standards and quality requirements, related documentation, application of required standards, interpretation of standards, monitoring of performance, preparation & presentation of recommendations. 2) Evidence should include demonstrated ability to detect errors and independently take appropriate action, make suggestions for improvements to quality standards and specification, promote the quality concept within the workplace, operate as member of a workplace team, and communicate openly in the monitoring of procedures and quality practices.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.24.05 - APPLY QUALITY STANDARDS AND PROCEDURES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.24.05 - APPLY QUALITY STANDARDS AND PROCEDURES*

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Interpret quality standards						
	1) Workforce standards are identified and interpreted.					
	2) Organizations quality requirements are identified and understanding is confirmed.					
	3) All documentation is handled and completed in accordance with organization procedures.					
Element 2 – Apply quality standards						
	1) Standards are applied for individual and team related services.					
	2) Performance is compared to documented requirements.					
	3) Non-compliance to quality standards is detected.					
Element 3 – Report on quality performance						
	1) Quality system documentation report is completed.					
	2) All relevant data is recorded.					
	3) Instances of non-compliance are recorded in standard format.					
	4) Recommendations for improving workplace procedures/services/activities are communicated to appropriate personnel.					
Element 4 – Participate in quality improvement						
	1) Performance monitoring to ensure product or service standards are maintained or improved is continued.					
	2) Participation in organization quality improvement processes occur where applicable.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.24.05 - APPLY QUALITY STANDARDS AND PROCEDURES*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.25.05 – UPDATE AND INCORPORATE EXTERNAL ISSUES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Determine document requirements 1) Requirements and objectives are clearly defined in consultation with appropriate colleagues. 2) Specialist assistance and publication reference is obtained where appropriate within budget parameters.</p> <p>Element 2 – Obtain and analyze data 1) Observation is conducted according to scope of the project. 2) Informal and formal data collection methods are employed as appropriate. 3) Data is analyzed and assessed for relevance and importance prior to incorporation in document. 4) Proactive and anticipative approach is used in selecting relevant data for incorporation</p> <p>Element 3 – Update and incorporate issues in planning 1) Proactive approach is used in updating and incorporating planning. 2) Key issues are identified and analyzed. 3) Quality of information is reviewed and adjusted where necessary. 4) Potential and possible changes are identified and incorporated to business strategy. 5) Recommendations for actions are included where appropriate. 6) Several contingency options are made to planning. 7) Range of written presentation and graphic techniques are used to enhance the impact and effectiveness of the information presented.</p> <p>Element 4 – Follow-up actions 1) Document is presented / circulated as appropriate. 2) Presentation / circulation are followed up with appropriate action. 3) Any recommendations are reviewed according to agreed priorities. 4) Actions are undertaken in full consultation with colleagues. 5) Where appropriate submissions are made to management regarding implementation of document recommendations.</p>	<p>UNIT VARIABLES External issues may include all external factors and issues which impact the business and business operations. External issues may include: government policy and regulations in trade, industry, services and development, labor conditions & regulations, supply and demand pattern and changes, environmental issues, tax, monetary & fiscal regulations, foreign exchange & investment policies, consumer behavioral changes, marketing & sales pattern & changes, political influences & changes, industrial operational development & changes, introduction new technology & equipment in operations and others.</p> <p>ASSESSMENT GUIDE*: Ability to evaluate and overview economic, industrial, social & environmental situations, economic terminology, political influences, import & export policies, other related government policies & regulations, industrial relationship.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.25.05 - UPDATE AND INCORPORATE EXTERNAL ISSUES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.25.05 - UPDATE AND INCORPORATE EXTERNAL ISSUES*

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Determine document requirements						
	1) Requirements and objectives are clearly defined in consultation with appropriate colleagues.					
	2) Specialist assistance and publication reference is obtained where appropriate within budget parameters.					

Element 2 – Obtain and analyze data							
	1) Observation is conducted according to scope of the project.						
	2) Informal and formal data collection methods are employed as appropriate.						
	3) Data is analyzed and assessed for relevance and importance prior to incorporation in document.						
	4) Proactive and anticipative approach is used in selecting relevant data for incorporation						
Element 3 – Update and incorporate issues in planning							
	1) Proactive approach is used in updating and incorporating planning.						
	2) Key issues are identified and analyzed.						
	3) Quality of information is reviewed and adjusted where necessary.						
	4) Potential and possible changes are identified and incorporated to business strategy.						
	5) Recommendations for actions are included where appropriate.						
	6) Several contingency options are made to planning.						
	7) Range of written presentation and graphic techniques are used to enhance the impact and effectiveness of the information presented.						
Element 4 – Follow-up actions							
	1) Document is presented / circulated as appropriate.						
	2) Presentation / circulation are followed up with appropriate action.						
	3) Any recommendations are reviewed according to agreed priorities.						
	4) Actions are undertaken in full consultation with colleagues.						
	5) Where appropriate submissions are made to management regarding implementation of document recommendations.						

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.25.05 - UPDATE AND INCORPORATE EXTERNAL ISSUES*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.26.05 – PREPARE A FEASIBILITY STUDY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify project's objectives and goals 1) Project's objectives and goals are clearly defined and agreed upon with related parties. 2) Project scheduling and stages are clearly defined. 3) Research method is selected in accordance with objectives and goals.</p> <p>Element 2 – Gather data and conduct research 1) Sources of data is correctly identified and accessed. 2) Necessary data for the study is collected, listed and reviewed with colleagues and related parties. 3) External and internal environment analysis is conducted, assessed and incorporated in the process.</p> <p>Element 3 – Prepare project cost 1) Expenses for the whole project are correctly and meticulously identified and calculated. 2) Current and valid prices for materials and labor costs are obtained. 3) Add-on costs are estimated. 4) Contingencies are correctly and accurately incorporated. 5) Revenues to be generated are correctly and meticulously identified and calculated. 6) Estimated return on investment is correctly and meticulously calculated and incorporated into the report. 7) Deviation to the estimated budget is correctly identified and calculated</p> <p>Element 4 – Develop proposal 1) Framework of project proposal is established and reviewed with relevant parties within agreed timelines. 2) Data collected is incorporated in accordance with the framework. 3) Contingency plan is included in the proposal. 4) Final proposal is reviewed and discussed with the study team prior to submission. 5) The final proposal is submitted within agreed timeframe. 6) A covering letter is issued for the proposal and includes expected timelines for discussion.</p>	<p>UNIT VARIABLES Feasibility study may be for a new enterprise or extension of product lines, new product launch, launching a new marketing concept etc.</p> <p>ASSESSMENT GUIDE*: Ability to demonstrate competence and knowledge in report preparation and writing, sequencing the issues of a project, principles of profit and loss projections, research methodologies and practices, overall issues affecting the study.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

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01	Name of Candidate	xxx
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03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.26.05 - PREPARE A FEASIBILITY STUDY *
05	Results of	

	Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.26.05 - PREPARE A FEASIBILITY STUDY *

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify project's objectives and goals						
	1) Project's objectives and goals are clearly defined and agreed upon with related parties.					
	2) Project scheduling and stages are clearly defined.					
	3) Research method is selected in accordance with objectives and goals.					
Element 2 – Gather data and conduct research						
	1) Sources of data is correctly identified and accessed.					
	2) Necessary data for the study is collected, listed and reviewed with colleagues and related parties.					
	3) External and internal environment analysis is conducted, assessed and incorporated in the process.					
Element 3 – Prepare project cost						
	1) Expenses for the whole project are correctly and meticulously identified and calculated.					
	2) Current and valid prices for materials and labor costs are obtained.					
	3) Add-on costs are estimated.					
	4) Contingencies are correctly and accurately incorporated.					
	5) Revenues to be generated are correctly and meticulously identified and calculated.					
	6) Estimated return on investment is correctly and meticulously calculated and incorporated into the report.					
	7) Deviation to the estimated budget is correctly identified and calculated					
Element 4 – Develop proposal						

	1) Framework of project proposal is established and reviewed with relevant parties within agreed timelines.					
	2) Data collected is incorporated in accordance with the framework.					
	3) Contingency plan is included in the proposal.					
	4) Final proposal is reviewed and discussed with the study team prior to submission.					
	5) The final proposal is submitted within agreed timeframe.					
	6) A covering letter is issued for the proposal and includes expected timelines for discussion.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.26.05 - PREPARE A FEASIBILITY STUDY *

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.27.05 – DEVELOP, IMPLEMENT AND MAINTAIN IDENTITY IMAGE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Plan identity image 1) Identity image to be developed is clearly established and defined in consultation with	UNIT VARIABLES Identity image may include: organization

<p>appropriate colleagues. 2) Objectives of the identity image are established in consultation with relevant colleagues, specialist assistance, client feedback and publication reference. 3) Economic and social impacts are considered in the planning process. 4) Strategies to balance economic viability and image identity are developed as part of the planning process.</p> <p>Element 2 – Obtain information and integrate</p> <p>1) Sources for information are correctly identified and accessed. 2) Formal and informal data collecting techniques are used to access current, accurate and relevant information on customer preferences. 3) Data is analyzed and assessed for best impacts on business prior to integration of image into operational and marketing strategies.</p> <p>Element 3 – Incorporate identity image in business strategy</p> <p>1) Formulated image is integrated in business plans and strategies including, but not limited to: a) overall enterprise goals; b) standard operating procedures; c) workplace operational plans and d) marketing materials; e. décor ambience. 2) Internal and external factors which may impact on the image are identified and analyzed. 3) Appropriate colleagues and experts are consulted during the development of the image. 4) Copyright & intellectual property issues are considered. 5) Colleagues are educated about the new image and its role for the organization and business. 6) Appropriate behaviors are encouraged through training and education. 7) The new image is promoted throughout the organization and with customers. 8) Feed back and evaluation systems are developed in consultation with appropriate colleagues. 9) Stakeholders are kept informed.</p> <p>Element 4 – Implement and monitor program</p> <p>1) Identified actions are implemented and monitored. 2) Support, training and assistance is provided to colleagues involved in implementing the plan. 3) Reports are provided in accordance with enterprise requirements. 4) Financial control systems are implemented and monitored. 5) Additional resource requirements are implemented and monitored. 6) The SOP is regularly monitored to ensure that appropriate practices are maintained. 7) Regular evaluation is conducted with colleagues and customers. 8) Issues are dealt with promptly and changes are considered to continually improve organization image and practices.</p>	<p>logos and symbols, personnel attitude, oral communication of personnel, standard operating procedures, special activities for customers and staff.</p> <p>Information sources may include: government bodies, industry associations, customer association, cultural and traditional sources, ethnic groups, other companies etc.</p> <p>Impacts on business may include: economic benefits, improved facilities, employment opportunities, physiological benefits, greater understanding with customers.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate knowledge in the role and impacts of identity image, knowledge in organization identity image, organizing and planning. 2) Ability to integrate identity image into overall product development process and practices. 3) Training or assessment process should involve the organization's identity image 'expert'. 4) Research and / or data collecting techniques.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD (APEC SS)

2005

1. APEC SS ASSESSMENT COVER SHEET

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01	Name of Candidate	xxx
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04	Unit Assessed	APEC SS 1.02.27.05 - DEVELOP, IMPLEMENT AND MAINTAIN IDENTITY IMAGE *
05	Results of Assessment	
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07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.27.05 - DEVELOP, IMPLEMENT AND MAINTAIN IDENTITY IMAGE *

Name of Candidate :
Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan identity image						
	1) Identity image to be developed is clearly established and defined in consultation with appropriate colleagues.					
	2) Objectives of the identity image are established in consultation with relevant colleagues, specialist assistance, client's feedback and publication reference.					
	3) Economic and social impacts are considered in the planning process.					
	4) Strategies to balance economic viability and image identity are developed as part of the planning process.					
Element 2 – Obtain information and integrate						
	1) Sources for information are correctly identified and accessed.					
	2) Formal and informal data collecting techniques are used to access current, accurate and relevant information on customer preferences.					
	3) Data is analyzed and assessed for best impacts on business prior to integration of image into operational and marketing strategies.					
Element 3 – Incorporate identity image in business strategy						
	1) Formulated image is integrated in business plans and strategies including, but not limited to: a) overall enterprise goals; b) standard operating procedures; c) workplace operational plans and d) marketing materials; e. décor ambience.					
	2) Internal and external factors which may impact on the image are identified and analyzed.					
	3) Appropriate colleagues and experts are consulted during the development of the image.					
	4) Copyright & intellectual property issues are considered.					
	5) Colleagues are educated about the new image and its role for the organization and business.					
	6) Appropriate behaviors are encouraged through training and education.					
	7) The new image is promoted throughout the organization and with customers.					
	8) Feed back and evaluation systems are developed in consultation with appropriate colleagues.					
	9) Stakeholders are kept informed.					

Element 4 – Implement and monitor program						
	1) Identified actions are implemented and monitored.					
	2) Support, training and assistance is provided to colleagues involved in implementing the plan.					
	3) Reports are provided in accordance with enterprise requirements.					
	4) Financial control systems are implemented and monitored.					
	5) Additional resource requirements are implemented and monitored.					
	6) The SOP is regularly monitored to ensure that appropriate practices are maintained.					
	7) Regular evaluation is conducted with colleagues and customers.					
	8) Issues are dealt with promptly and changes are considered to continually improve organization image and practices.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.27.05 - DEVELOP, IMPLEMENT AND MAINTAIN IDENTITY IMAGE *

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.28.05 / 2.01.xx.05 – RESEARCH DATA

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify research needs 1) Specific research needs are identified based on current business focus and needs of the organization. 2) Objectives of the research are developed in consultation with relevant colleagues and authorities.</p> <p>Element 2 – Conduct research 1) Research method is selected in accordance with objectives. 2) Where appropriate, documentation required for the research program is prepared. 3) Where appropriate, specialist assistance is obtained. 4) Research is conducted within agreed timeframes, in accordance with research methodology and budget parameters.</p> <p>Element 3 – Interpret and apply research results 1) Data collected is accurately analyzed and interpreted. 2) Results are used to inform current activities and future planning. 3) Research results are communicated to appropriate colleagues and external agencies in a timely manner with appropriate recommendations and observations.</p>	<p>UNIT VARIABLES Research methods may include questionnaires and surveys, interviews, focus groups, electronic polling, evaluating secondary data, desk research. Research may be related to customer preference, general visitor patterns, evaluation of marketing initiative, distribution network, potential product development initiative</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in research techniques & methodologies, role of research and sources of research data. 2) Ability to apply research knowledge to conduct research.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.28.05 / IDEM 2.01.xx.07 - RESEARCH DATA*
05	Results of Assessment	
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Assessment Document 2
APEC TOURISM WORKING GROUP

APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.28.05 / IDEM 2.01.xx.07 - RESEARCH DATA*

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify research needs						
	1) Specific research needs are identified based on current business focus and needs of the organization.					
	2) Objectives of the research are developed in consultation with relevant colleagues and authorities.					
Element 2 – Conduct research						
	1) Research method is selected in accordance with objectives.					
	2) Where appropriate, documentation required for the research program is prepared.					
	3) Where appropriate, specialist assistance is obtained.					
	4) Research is conducted within agreed timeframes, in accordance with research methodology and budget parameters.					
Element 3 – Interpret and apply research results						
	1) Data collected is accurately analyzed and interpreted.					
	2) Results are used to inform current activities and future planning.					
	3) Research results are communicated to appropriate colleagues and external agencies in a timely manner with appropriate recommendations and observations.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.02.28.05 / IDEM 2.01.xx.07 - RESEARCH DATA*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

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Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.29.05 / 2.01.xx.05 – MANAGE QUALITY CUSTOMER SERVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop and implement approaches to enhance customer service quality</p> <p>1) Informal and formal research is used to obtain information on customer needs, expectations and satisfaction level. 2) Changes in internal and external environments are considered in quality service planning. 3) Opportunities for colleagues to participate in the customer service planning process are provided. 4) Approaches are developed and communicated to colleagues and customers.</p> <p>Element 2 – Monitor and adjust</p> <p>1) Customer service standards are monitored in the workplace in accordance with enterprise policies and procedures. 2) Feedback is sought on an on-going basis. 3) Coaching is used to assist colleagues to deal with customer service issues. 4) Colleagues are encouraged to take responsibility for customer service. 5) Customer service problems are identified and adjustments made accordingly to ensure continued service quality. 6) Adjustments are communicated to all those involved in service delivery within appropriate timeframes.</p>	<p>UNIT VARIABLES</p> <p>Formal and informal research on customer needs may include talking to customers, qualitative or quantitative research, feed back from service delivery colleagues, analysis of competitive environment and industry and market trends analysis.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate knowledge and competence in the principles of quality assurance, industry and market knowledge, competitive environment, overview of product development from quality assurance perspective. 2) Ability to develop proactive approaches and enhancement of customer service.</p>

Assessment Document 1

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APEC SKILL STANDARD (APEC SS)
2005

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02	Date & Time of Assessment	

03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.29.05 / IDEM 2.01.xx.05 - MANAGE QUALITY CUSTOMER SERVICE*
05	Results of Assessment	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.29.05 / IDEM 2.01.xx.05 - MANAGE QUALITY CUSTOMER SERVICE*

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop and implement approaches to enhance customer service quality						
	1) Informal and formal research is used to obtain information on customer needs, expectations and satisfaction level.					
	2) Changes in internal and external environments are considered in quality service planning.					
	3) Opportunities for colleagues to participate in the customer service planning process are provided.					
	4) Approaches are developed and communicated to colleagues and customers.					
Element 2 – Monitor and adjust						
	1) Customer service standards are monitored in the workplace in accordance with enterprise policies and procedures.					
	2) Feedback is sought on an on-going basis.					
	3) Coaching is used to assist colleagues to deal with customer service issues.					
	4) Colleagues are encouraged to take responsibility for customer service.					
	5) Customer service problems are identified and adjustments made accordingly to ensure					

	continued service quality.					
	6) Adjustments are communicated to all those involved in service delivery within appropriate timeframes.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.02.29.05 / IDEM 2.01.xx.05 - MANAGE QUALITY CUSTOMER SERVICE*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES
 (General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK
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RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

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Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.30.05 – OPERATE A SMALL BUSINESS (SME)

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Manage and train staff 1) Organization structure, principles of delegation and authority, reporting and control systems and procedures are established and maintain. 2) Job description for each staff is determined, carried out and monitored. 3) Staff roster system is established and implemented. 4) Formatted operational procedures and task performance standards are developed and implemented. 5) Training programs are identified and provided. 6) Regular informal meetings are scheduled to monitor operational efficiency. 7) Staff appraisal system are set up and monitored. 8) Equal Employment Opportunity (EEO) is adhered in the recruitment and placement process.	UNIT VARIABLES This unit applies to all small and medium businesses. ASSESSMENT GUIDE*:

<p>Element 2 – Manage finances</p> <p>1) All operational costs are accurately estimated and monitored on a weekly basis. 2) Monthly and annual budget are developed, implemented and regularly monitored. 3) Cash flow budgeting procedures are developed, implemented and monitored. 4) Techniques to evaluate operational productivity are developed, implemented, monitored and reviewed on a regular basis. 5) Procedures for identifying and controlling fraudulent practices are established and monitored. 6) Taxation and insurance requirements are adhered and monitored. 7) External accounting and management services are identified and utilized as appropriate.</p> <p>Element 3 – Manage sales and marketing</p> <p>1) Market segmentation is analyzed to determine intended market for products and service. 2) Selling prices are accurately calculated and estimated, taking into account the expected operational profit margins. 3) Marketing and sales plan is developed, implemented, monitored and reviewed on a weekly, monthly and annual basis. 4) Sales mix, customer preferences and market trends are obtained and analyzed for preparing the marketing plan. 5) Low cost marketing techniques are identified and used as appropriate. 6) Contingency plan is carried out at appropriate time.</p> <p>Element 4 – Manage stock</p> <p>1) Systems to establish purchase specifications and quality characteristics for office and product operation are set up, implemented and monitored. 2) Cost/benefit evaluation of control mechanism for small business are identified, established and implemented. 3) Appropriate internal control systems are developed, implemented and monitored. 4) Stock and wastage control systems are set up and implemented. 5) Contracts with suppliers are negotiated.</p> <p>Element 5 – Manage property</p> <p>1) Utility cost control procedures are set up, implemented and monitored. 2) Supply, repair and maintenance of equipment is reviewed and negotiated. 3) Equipment cleaning and service schedules are established and strictly implemented and monitored.</p> <p>Element 6 – Manage safety and security</p> <p>1) Requirements for safety and security are identified and incorporated in the operation and monitored on an on going basis. 2) Security services are evaluated and contracted as appropriate.</p> <p>Element 7 – Manage legal issues</p> <p>1) Public risk factors including environmental issues are considered and appropriate insurance taken out. 2) Permits and licenses are obtained and renewed at appropriate times. 3) Statutory records requirements are kept and maintained.</p>	<p>1) Ability to demonstrate skills and knowledge in business principles, principles of management, operational systems and procedures, related OHS issues, EEO issue, relevant regulations, communication skills as adhered to managing staff and customers, principles of financial management.</p> <p>2) Evidence should include records of operational systems and procedures, records of financial and bookkeeping administration, records of marketing and sales activities and achievements, ability to explain the business and flow of operation of the business, records of staff management & training, and other necessary records pertaining to operation.</p>
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
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03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.30.05 - OPERATE A SMALL BUSINESS (SME)*
05	Results of Assessment	
06	Comments &	

	Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.30.05 - OPERATE A SMALL BUSINESS (SME)*

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Manage and train staff						
	1) Organization structure, principles of delegation and authority, reporting and control systems and procedures are established and maintain.					
	2) Job description for each staff is determined, carried out and monitored.					
	3) Staff roster system is established and implemented.					
	4) Formatted operational procedures and task performance standards are developed and implemented.					
	5) Training programs are identified and provided.					
	6) Regular informal meetings are scheduled to monitor operational efficiency.					
	7) Staff appraisal system are set up and monitored.					
	8) Equal Employment Opportunity (EEO) is adhered in the recruitment and placement process.					
Element 2 – Manage finances						
	1) All operational costs are accurately estimated and monitored on a weekly basis.					
	2) Monthly and annual budget are developed, implemented and regularly monitored.					
	3) Cash flow budgeting procedures are developed, implemented and monitored.					
	4) Techniques to evaluate operational productivity are developed, implemented, monitored and reviewed on a regular basis.					
	5) Procedures for identifying and controlling fraudulent practices are established and monitored.					
	6) Taxation and insurance requirements are adhered and monitored.					
	7) External accounting and management services are identified and utilized as appropriate.					
Element 3 – Manage sales and marketing						

	1) Market segmentation is analyzed to determine intended market for products and service.					
	2) Selling prices are accurately calculated and estimated, taking into account the expected operational profit margins.					
	3) Marketing and sales plan is developed, implemented, monitored and reviewed on a weekly, monthly and annual basis.					
	4) Sales mix, customer preferences and market trends are obtained and analyzed for preparing the marketing plan.					
	5) Low cost marketing techniques are identified and used as appropriate.					
	6) Contingency plan is carried out at appropriate time.					
Element 4 – Manage stock						
	1) Systems to establish purchase specifications and quality characteristics for office and product operation are set up, implemented and monitored.					
	2) Cost/benefit evaluation of control mechanism for small business are identified, established and implemented.					
	3) Appropriate internal control systems are developed, implemented and monitored.					
	4) Stock and wastage control systems are set up and implemented.					
	5) Contracts with suppliers are negotiated.					
Element 5 – Manage property						
	1) Utility cost control procedures are set up, implemented and monitored.					
	2) Supply, repair and maintenance of equipment is reviewed and negotiated.					
	3) Equipment cleaning and service schedules are established and strictly implemented and monitored.					
Element 6 – Manage safety and security						
	1) Requirements for safety and security are identified and incorporated in the operation and monitored on an on going basis.					
	2) Security services are evaluated and contracted as appropriate.					
Element 7 – Manage legal issues						
	1) Public risk factors including environmental issues are considered and appropriate insurance taken out.					
	2) Permits and licenses are obtained and renewed at appropriate times.					
	3) Statutory records requirements are kept and maintained.					

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.30.05 - OPERATE A SMALL BUSINESS (SME)*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.31.05 – DEVELOP AND UPDATE INFORMATION ON APEC SKILL STANDARDS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop information 1) Sources for information on APEC SS are correctly identified and accessed. 2) Information is recorded and filed for further use as appropriate. 3) Information commonly requested by customers is correctly identified and obtained, including: : a) basic mechanism and contents, b) usage, c) benefits of using APEC SS, d) contact person for detailed information</p> <p>Element 2 – Update information 1) Informal and/or formal research is used to update information. 2) Updated information is shared with customers and colleagues and incorporated into day to day working activities</p>	<p>UNIT VARIABLES Information on APEC may include the total concept of APEC SS for efficient operational performance and manpower mobility within the region; basic groupings of SS units; how to use the units for operational purposes; benefits of using the units for operation; using the units for developing the tourism industry, the roles of APEC SS for business cooperation and investments; etc</p> <p>ASSESSMENT GUIDE* should include demonstrated broad knowledge on APEC SS, its role and benefits for operations, assessment principles etc.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.31.05 - DEVELOP AND UPDATE INFORMATION ON APEC SKILL STANDARDS* (APEC SS)
05	Results of	

	Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.31.05 - DEVELOP AND UPDATE INFORMATION ON APEC SKILL STANDARDS* (APEC SS)

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop information						
	1) Sources for information on APEC SS are correctly identified and accessed.					
	2) Information is recorded and filed for further use as appropriate.					
	3) Information commonly requested by customers is correctly identified and obtained, including: : a) basic mechanism and contents, b) usage, c) benefits of using APEC SS, d) contact person for detailed information.					
Element 2 – Update information						
	1) Informal and/or formal research is used to update information.					
	2) Updated information is shared with customers and colleagues and incorporated into day to day working activities.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.31.05 - DEVELOP AND UPDATE INFORMATION ON APEC SKILL STANDARDS* (APEC SS)

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.32.05 – DEVELOP AND UPDATE INFORMATION ON APEC AND ASEAN

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop information 1) Sources for information on enterprise products and local / country information are correctly identified and accessed. 2) Information is recorded and filed for further use as appropriate. 3) Information commonly requested by customers is correctly identified and obtained, including: a) tourism products and attractions; b) how to get there, c) local transport custom; d) local languages, cultures and custom, and e) any other frequently sought information.</p> <p>Element 2 – Update information 1) Informal and/or formal research is used to update information. 2) Updated information is shared with customers and colleagues and incorporated into day to day working activities</p>	<p>UNIT VARIABLES Sources of information may include APEC and ASEAN Secretariat, national authorities in charge of regional cooperation, industry association etc. Information may include natural resources, demography, geography, trade & business, population, tradition, culture, customs, fauna & flora etc.</p> <p>ASSESSMENT GUIDE* should include demonstrated broad knowledge on APEC and ASEAN.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.32.05 - DEVELOP AND UPDATE INFORMATION ON APEC AND ASEAN *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.32.05 - DEVELOP AND UPDATE INFORMATION ON APEC AND ASEAN *

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop information						
	1) Sources for information on enterprise products and local / country information are correctly identified and accessed.					
	2) Information is recorded and filed for further use as appropriate.					
	3) Information commonly requested by customers is correctly identified and obtained, including: a) tourism products and attractions; b) how to get there, c) local transport custom; d) local languages, cultures and custom, and e) any other frequently sought information.					
Element 2 – Update information						

	1) Informal and/or formal research is used to update information.					
	2) Updated information is shared with customers and colleagues and incorporated into day to day working activities.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.32.05 - DEVELOP AND UPDATE INFORMATION ON APEC AND ASEAN *

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.33.05 – DEVELOP AND UPDATE LOCAL / COUNTRY INFORMATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop information</p> <p>1) Sources for information on enterprise products and local / country information are correctly identified and accessed. 2) Information is recorded and filed for further use as appropriate. 3) Information commonly requested by customers is correctly identified and obtained, including: a) enterprise products and services, facilities and rates; b) local attractions, local transport and local custom; c) basic geography, d) demographic information and total population, e) local languages, cultures and custom, f) domestic products</p>	<p>UNIT VARIABLES</p> <p>Information may include enterprise products, facilities, services & rates; local attractions & local transport; basic geography & demography; environmental issues; language, culture, customs & traditions; etc.</p>

information and main trades and businesses, g) environmental conditions, h) any other basic local/country information. Element 2 – Update information 1) Informal and/or formal research is used to update information. 2) Updated information is shared with customers and colleagues and incorporated into day to day working activities	ASSESSMENT GUIDE* should include demonstrated broad knowledge on enterprise and local / country information and its role and benefits for enterprise and country.
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.33.05 - DEVELOP AND UPDATE LOCAL / COUNTRY INFORMATION*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.33.05 - DEVELOP AND UPDATE LOCAL / COUNTRY INFORMATION*

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop information						
	1) Sources for information on enterprise products and local / country information are correctly identified and accessed.					
	2) Information is recorded and filed for further use as appropriate.					
	3) Information commonly requested by customers is correctly identified and obtained, including: a) enterprise products and services, facilities and rates; b) local attractions, local transport and local custom; c) basic geography, d) demographic information and total population, e) local languages, cultures and custom, f) domestic products information and main trades and businesses, g) environmental conditions, h) any other basic local/country information.					
Element 2 – Update information						
	1) Informal and/or formal research is used to update information.					
	2) Updated information is shared with customers and colleagues and incorporated into day to day working activities.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.33.05 - DEVELOP AND UPDATE LOCAL / COUNTRY INFORMATION*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.34.05 – DEAL WITH CONFLICT SITUATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify conflict situations 1) Potential for conflict is promptly identified and swift and careful action is taken to prevent escalation. 2) Situations where safety of customers and colleagues may be threatened are quickly identified and appropriate assistance is organized.</p> <p>Element 2 – Resolve conflict situations 1). Responsibility is taken for finding a solution to the conflict within scope of individual responsibility. 2) All points of view are encouraged, accepted and treated with respect. 3) Effective communication skills are used to assist in the management of the conflict. 4) Accepted conflict resolution techniques are used to manage the conflict situation and develop solutions.</p> <p>Element 3 – Respond to customer complaints 1) Complaints are handled sensitively, courteously and discreetly. 2) Responsibility is taken to resolve the complaints. 3) The nature and details of the complaint are established and agreed with the customer. 4) Appropriate action is taken to resolve the complaint to the customer's satisfaction wherever possible. 5) Where appropriate, techniques are used to turn complaints into opportunities to demonstrate high quality customer service. 6) Any necessary documentation is completed accurately and legibly within time constraints.</p>	<p>UNIT VARIABLES Conflict situations may include customer complaints, conflicts among work colleagues, refused entry, drug or alcohol affected person, ejection from premises, delayed customer.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in conflict resolution skills, communication skills, problem solving skills, procedures for customer complaints. 2) Look for knowledge of conflict resolution techniques. 3) Ability to apply conflict resolution techniques to reverse conflicts and complaints into positive image to the enterprise.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.34.05 - DEAL WITH CONFLICT SITUATIONS*
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.34.05 - DEAL WITH CONFLICT SITUATIONS*

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify conflict situations						
	1) Potential for conflict is promptly identified and swift and careful action is taken to prevent escalation.					
	2) Situations where safety of customers and colleagues may be threatened are quickly identified and appropriate assistance is organized.					
Element 2 – Resolve conflict situations						
	1). Responsibility is taken for finding a solution to the conflict within scope of individual responsibility.					
	2) All points of view are encouraged, accepted and treated with respect.					
	3) Effective communication skills are used to assist in the management of the conflict.					
	4) Accepted conflict resolution techniques are used to manage the conflict situation and develop solutions.					
Element 3 – Respond to customer complaints						
	1) Complaints are handled sensitively, courteously and discreetly.					
	2) Responsibility is taken to resolve the complaints.					
	3) The nature and details of the complaint are established and agreed with the customer.					
	4) Appropriate action is taken to resolve the complaint to the customer's satisfaction wherever possible.					
	5) Where appropriate, techniques are used to turn complaints into opportunities to demonstrate high quality customer service.					
	6) Any necessary documentation is completed accurately and legibly within time constraints.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.34.05 - DEAL WITH CONFLICT SITUATIONS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.35.05 – IMPLEMENT AND MONITOR CONTINUOUS IMPROVEMENT SYSTEMS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Implement continuous improvement systems and processes 1) All staff are actively encouraged and supported to participate in decision making process and assume responsibility and authority. 2) The organization's continuous improvement process is communicated to individuals and teams. 3) Mentoring and coaching support ensures that individual/teams are able to implement the organization's continuous improvement system.</p> <p>Element 2 – Monitor, adjust and report performance 1) The organization's systems and technology are used to monitor progress and to identify ways in which planning and operations could be improved. 2) Customer service is strengthened through the use of continuous improvement techniques and processes. 3) Plans are adjusted and communicated to those who have a role in their development and implementation.</p> <p>Element 3 – Consolidate opportunities for further improvement 1) Individual / teams are informed of savings and productivity improvements in achieving the business plan. 2) Work performance is documented and the information is used to identify opportunities for further development. 3) Records, reports and recommendations for improvement are managed within</p>	<p>UNIT VARIABLES A range of learning methods may be used: mentoring, coaching, exchange/rotation, action learning, shadowing, structured training program.</p> <p>ASSESSMENT GUIDE* 1) Ability to demonstrate competence and knowledge in working with teams; communication skills; principles, philosophies & concept of continuous improvement; mentoring & coaching; monitoring; customer service; planning change; innovation; documentation of performances; information management; interpretation of 'results'. 2) Evidence should include: explain the organization's continuous improvement methods, use routine information appropriate to work responsibility, manage work effectively to achieve goals and results, monitor/introduce ways to improve performance, encourage ideas and feedback to improve processes,</p>

the organization's systems and processes.	promote available learning methods to assist colleagues, use simple information management systems, and select and use available technology appropriate to task.
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.35.05 - IMPLEMENT AND MONITOR CONTINUOUS IMPROVEMENT SYSTEMS*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.35.05 - IMPLEMENT AND MONITOR CONTINUOUS IMPROVEMENT SYSTEMS*

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

**** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic**

***** C= Competent; NYC= Not Yet Competent**

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Implement continuous improvement systems and processes						
	1) All staff are actively encouraged and supported to participate in decision making process and assume responsibility and authority.					
	2) The organization’s continuous improvement process is communicated to individuals and teams.					
	3) Mentoring and coaching support ensures that individual/teams are able to implement the organization’s continuous improvement system.					
Element 2 – Monitor, adjust and report performance						
	1) The organization’s systems and technology are used to monitor progress and to identify ways in which planning and operations could be improved.					
	2) Customer service is strengthened through the use of continuous improvement techniques and processes.					
	3) Plans are adjusted and communicated to those who have a role in their development and implementation.					
Element 3 – Consolidate opportunities for further improvement						
	1) Individual / teams are informed of savings and productivity improvements in achieving the business plan.					
	2) Work performance is documented and the information is used to identify opportunities for further development.					
	3) Records, reports and recommendations for improvement are managed within the organization’s systems and processes.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.35.05 - IMPLEMENT AND MONITOR CONTINUOUS IMPROVEMENT SYSTEMS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

<p>ASSESSMENT FILE APEC SS 1.02.36.05 – CONDUCT MEETINGS</p>

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Check meeting documents 1) All relevant documents prepared for the meeting is thoroughly check for validity and accuracy. 2) Information sources are accessed and assessed for relevance and applicability. 3) Information is obtained within designated timeline.</p> <p>Element 2 - Conduct Meeting 1) Prepared documents for the meeting are distributed prior to the meeting. 2) Meeting is conducted in a professional manner according to the appropriate protocol. 3) Meeting is conducted according to the prepared agenda. 4) Participative system is properly exercised. 4) Discussions are correctly and accurately recorded. 5) Excerpt of the meeting is shared with all participants for comments and changes.</p> <p>Element 2 - Follow up meeting Minutes of the meeting are promptly distributed to all participants within designated timelines.</p>	<p>UNIT VARIABLE Types of meetings may include formal & informal meetings, one-off, ad-hoc & regular meetings, and other types of meetings.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate knowledge in meeting procedures and protocols. 2) Time management. 3) Oral communication skills specifically in relation to the conduct of meetings. 4) Ability to efficiently and effectively conduct meetings.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

<p>1. APEC SS ASSESSMENT COVER SHEET</p>

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.36.05 - CONDUCT MEETINGS*
05	Results of Assessment	
06	Comments &	

	Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.02.36.05 - CONDUCT MEETINGS*

Name of Candidate :

Name of Assessor/s :

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*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Check meeting documents						
	1) All relevant documents prepared for the meeting is thoroughly check for validity and accuracy.					
	2) Information sources are accessed and assessed for relevance and applicability.					
	3) Information is obtained within designated timeline.					
Element 2 - Conduct Meeting						
	1) Prepared documents for the meeting are distributed prior to the meeting.					
	2) Meeting is conducted in a professional manner according to the appropriate protocol.					
	3) Meeting is conducted according to the prepared agenda.					
	4) Participative system is properly exercised.					
	5) Discussions are correctly and accurately recorded.					
	6) Excerpt of the meeting is shared with all participants for comments and changes.					
Element 3 - Follow up meeting						
	Minutes of the meeting are promptly distributed to all participants within designated timelines.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.36.05 - CONDUCT MEETINGS*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.37.05
DEVELOP AND IMPLEMENT SPECIAL POLICY AND PROGRAM ON TRADE LIBERALIZATION

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop information on trade liberalization 1) Sources for information on trade liberalization are correctly identified and accessed. 2) Information is recorded and filed for further use as appropriate. 3) Information commonly requested by customers is correctly identified and obtained, including: a) the impact of trade liberalization to business, customers and workers; b) how the process works; c) the advantages and disadvantages of the trade liberalization, c) how to make the best of the changes brought forward by trade liberalization; d) derivative commitments by local government, e) any other frequently sought information.</p> <p>Element 2 – Provide information on Trade Liberalization 1) Relevant information is accurately and clearly explained to staff. 2) Specific enterprise policy with regard to the Trade Liberalization is accurately and clearly communicated to all staff. 3) All information is readily accessible to staff.</p> <p>Element 3 – Coordinate staff participation in Trade Liberalization policy 1) All staff members are given the opportunity to contribute to the enterprise trade liberalization policy. 2) Issues raised through discussion are reviewed, resolved or referred to the appropriate person for follow up. 3) Feedback is provided according to enterprise policy. 4) Results are incorporated into workplace operations.</p> <p>Element 4– Establish systems and procedures 1) Advance notice of new policy on trade liberalization and entailing workplace procedures is provided to colleagues. 2) System and procedures are introduced to the workplace in a manner which causes minimum</p>	<p>UNIT VARIABLES xxx</p> <p>ASSESSMENT GUIDE*: 1) Underpinning skills and knowledge include understanding of the mechanism of global distribution system and how global mechanism can affect the business and career opportunities. 2) Evidence should include ability to transfer information clearly and in simple language, ability to obtain and update information, ability to understand the importance of trade</p>

<p>disruption to customers and colleagues. 3) Training and support is provided as required.</p> <p>Element 5 – Implement training on enterprise policy in Trade Liberalization training</p> <p>1) Training needs are accurately identified based on close monitoring in the workplace. 2) Arrangements are made for fulfilling training needs in consultation with appropriate management and accordance with enterprise policy. 3) Effectiveness of training is monitored in the workplace and adjustments made as necessary.</p> <p>Element 6 - Review and update systems and procedures</p> <p>1) Efficiency and effectiveness of the new system is monitored in the operation. 2) Suggestions for improvements are sought from colleagues at all levels. 3) Adjustments are promptly made.</p>	<p>liberalization, ability to understand the impacts of trade liberalization on business and career opportunities, ability to use the information for the benefits of enterprise and self.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.02.37.05 - DEVELOP AND IMPLEMENT SPECIAL POLICY AND PROGRAM ON TRADE LIBERALIZATION *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

APEC SS 1.02.37.05 - DEVELOP AND IMPLEMENT SPECIAL POLICY AND PROGRAM ON TRADE LIBERALIZATION *

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop information on trade liberalization						
	1) Sources for information on trade liberalization are correctly identified and accessed.					
	2) Information is recorded and filed for further use as appropriate.					
	3) Information commonly requested by customers is correctly identified and obtained, including: a) the impact of trade liberalization to business, customers and workers; b) how the process works; c) the advantages and disadvantages of the trade liberalization, c) how to make the best of the changes brought forward by trade liberalization; d) derivative commitments by local government, e) any other frequently sought information.					
Element 2 – Provide information on Trade Liberalization						
	1) Relevant information is accurately and clearly explained to staff.					
	2) Specific enterprise policy with regard to the Trade Liberalization is accurately and clearly communicated to all staff.					
	3) All information is readily accessible to staff.					
Element 3 – Coordinate staff participation in Trade Liberalization policy						
	1) All staff members are given the opportunity to contribute to the enterprise trade liberalization policy.					
	2) Issues raised through discussion are reviewed, resolved or referred to the appropriate person for follow up.					
	3) Feedback is provided according to enterprise policy.					
	4) Results are incorporated into workplace operations.					
Element 4– Establish systems and procedures						
	1) Advance notice of new policy on trade liberalization and entailing workplace procedures is provided to colleagues.					
	2) System and procedures are introduced to the workplace in a manner which causes minimum disruption to customers and colleagues.					
	3) Training and support is provided as required.					
Element 5 – Implement training on enterprise policy in Trade Liberalization training						
	1) Training needs are accurately identified based on close monitoring in the workplace.					
	2) Arrangements are made for fulfilling training needs in consultation with appropriate management and accordance with enterprise policy.					
	3) Effectiveness of training is monitored in the workplace and adjustments made as necessary.					
Element 6 - Review and update systems and procedures						
	1) Efficiency and effectiveness of the new system is monitored in the operation.					
	2) Suggestions for improvements are sought from colleagues at all levels.					
	3) Adjustments are promptly made.					

Assessment Document 3

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.02.37.05 - DEVELOP AND IMPLEMENT SPECIAL POLICY AND PROGRAM ON TRADE LIBERALIZATION *

Name of Candidate :
Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

<p>ASSESSMENT FILE BY UNITS</p> <p>CHAPTER 1.03 - COMPUTER & MANAGEMENT INFORMATION SYSTEM (10 Units)</p>

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
1.03.01.05	Access and retrieve computer data	3	4+5+3 = 12
1.03.02.05	Produce documents on computer	4	5+6+5+3 = 19
1.03.03.05	Design and develop computer documents, reports and worksheet	3	6+6+4 = 16
1.03.04.05	Operate an automated information system	3	4+2+4 = 10
1.03.05.05	Monitor and maintain computer system	3	4+9+5 = 18
1.03.06.05	Operate a computerized reservation system (idem 3.03.10.05)	3	2+4+2 = 8
1.03.07.05	Maintain a product information inventory	4	2+2+3+3 = 10
1.03.08.05	Plan and establish system and procedures (idem 1.02.08.05)	3	5+3+3 = 11
1.03.09.05	Access and interpret information (idem 4.02.xx.05)	3	2+2+4 = 8
1.03.10.05	Source and package information and advice (idem 4.02.xx.05)	3	4+3+4 = 11
	TOTAL 10 UNITS	32	123

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.03.01.05 - ACCESS AND RETRIEVE COMPUTER DATA

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
<p>Element 1 – Open file 1) Computer is turned on correctly. 2) Appropriate software is selected from the menu. 3) File is correctly identified and opened. 4) Keyboard is operated within designated speed and accuracy requirements.</p> <p>Element 2 – Retrieve and amend data 1) Data to be retrieved is located within file. 2) Copy of the data is printed as required. 3) Information for editing is correctly identified. 4) Information is keyed-in, changed or deleted using appropriate input device. 5) Data is regularly saved to avoid loss of information.</p> <p>Element 3 – Close and Exit 1) File is correctly saved and closed. 2) Software is properly exited. 3) Computer is switched off correctly.</p>	<p>UNIT VARIABLES Computer and software used will vary depending upon enterprise business and activities.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in basic database functions, data entry, and efficient keyboarding / typing. 2) Look for ability to accurately enter and amend data within designated timelines.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.01.05 - ACCESS AND RETRIEVE COMPUTER DATA *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.01.05 - ACCESS AND RETRIEVE COMPUTER DATA *

Name of Candidate :
Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

*** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Open file						
	1) Computer is turned on correctly.					
	2) Appropriate software is selected form the menu.					
	3) File is correctly identified and opened.					
	4) Keyboard is operated within designated speed and accuracy requirements.					
Element 2 – Retrieve and amend data						
	1) Data to be retrieved is located within file.					
	2) Copy of the data is printed as required.					
	3) Information for editing is correctly identified.					
	4) Information is keyed					
	5) Data is regularly saved to avoid loss of information.					
Element 3 – Close and Exit						
	1) File is correctly saved and closed.					
	2) Software is properly exited.					
	3) Computer is switched off correctly.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.03.01.05 - ACCESS AND RETRIEVE COMPUTER DATA *

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.03.02.05 – PRODUCE DOCUMENTS ON COMPUTER

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 - Create computer data 1) Computer is correctly turned on. 2) Disks are formatted as appropriate. 3) Appropriate software is selected from menu. 4) New file is created, formatted and named as required. 5) Format is discussed and clarified with the person requesting the document where appropriate.</p> <p>Element 2 – Produce document 1) Keyboard is operated within designated speed and accuracy requirements. 2) Documents entered are accurate reflection of original text. 3) Documents are keyed in the required style and format and within designated timelines. 4) Documents are saved regularly to avoid loss of data. 5) Spelling and grammar is checked. 6) Draft is proof-read and changes / correction made prior to print out.</p> <p>Element 3 – Print and deliver document 1) Print preview is used to check document format and lay out. 2) Printer is switched on and hubbed to the computer. 3) Appropriate stationery is loaded into printer. 4) Document is printed out as required. 5) Document is delivered to the appropriate person within designated timelines.</p> <p>Element 4 – Save, exit and switch off 1) Files are saved, closed and exited according to correct procedures. 2) Disks are filed and stored in accordance with enterprise policy and procedures. 3) Back up files is made in accordance with enterprise policy and procedures.</p>	<p>UNIT VARIABLES Computer and soft ware used will vary depending upon enterprise business and activities.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in appropriate computer system, written communication skills, efficient keyboarding / typing, working knowledge of soft wares used by the enterprise. 2) Look for ability to consistently produce accurate documents in the required format within accepted enterprise timelines, understanding of various applications of software, and speed and accuracy of keyboarding / typing according to enterprise standards.</p>

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.02.05 - PRODUCE DOCUMENTS ON COMPUTER*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.02.05 - PRODUCE DOCUMENTS ON COMPUTER*

Name of Candidate :

Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 - Create computer data					
	1) Computer is correctly turned on.					
	2) Disks are formatted as appropriate.					
	3) Appropriate software is selected from menu.					

	4) New file is created, formatted and named as required.					
	5) Format is discussed and clarified with the person requesting the document where appropriate.					
Element 2 – Produce document						
	1) Keyboard is operated within designated speed and accuracy requirements.					
	2) Documents entered are accurate reflection of original text.					
	3) Documents are keyed in the required style and format and within designated timelines.					
	4) Documents are saved regularly to avoid loss of data.					
	5) Spelling and grammar is checked.					
	6) Draft is proof-read and changes / correction made prior to print out.					
Element 3 – Print and deliver document						
	1) Print preview is used to check document format and lay out.					
	2) Printer is switched on and hubbed to the computer.					
	3) Appropriate stationery is loaded into printer.					
	4) Document is printed out as required.					
	5) Document is delivered to the appropriate person within designated timelines.					
Element 4 – Save, exit and switch off						
	1) Files are saved, closed and exited according to correct procedures.					
	2) Disks are filed and stored in accordance with enterprise policy and procedures.					
	3) Back up files is made in accordance with enterprise policy and procedures.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.03.02.05 - PRODUCE DOCUMENTS ON COMPUTER*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.02.03.05
DESIGN AND DEVELOP COMPUTER DOCUMENTS, RECORDS AND WORKSHEETS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Determine Presentation and format of document 1) Software most appropriate to the nature of the document is selected from a range of options. 2) Layout and style of document are selected according to particular information and presentations requirements. 3) Document design is consistent with enterprise guidelines. 4) Document format is created ready for entry of information. 5) Format and presentation are discussed and clarified with the person requesting the document. 6) Format and presentation take account of the audience for whom the document is intended.</p> <p>Element 2 – Produce document 1) Keyboard is operated within designated speed and accuracy requirements. 2) Documents entered are clearly and accurately presented using a broad range of software systems. 3) Information from other documents is integrated as required. 4) Documents are saved regularly to avoid loss of data. 5) Spelling and grammar is checked. 6) Draft is proof-read and changes / correction made prior to print out.</p> <p>Element 3 – Print and deliver document 1) Print preview is used to check document format and lay out. 2) Printer is switched on and hubbed to the computer. 3) Appropriate stationery is loaded into printer. 4) Document is printed out as required. 5) Document is delivered according to requirements.</p>	<p>UNIT VARIABLES Computer and soft ware used will vary depending upon enterprise business and activities.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in appropriate computer systems, application software for word processing, database and spreadsheet. 2) Look for ability to develop and produce professional and accurate documents for a range of situations enterprise contexts. 3) Appropriate formatting of documents.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.03.05 - DESIGN AND DEVELOP COMPUTER DOCUMENTS, RECORDS AND WORKSHEETS*
05	Results of Assessment	

06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.03.05 - DESIGN AND DEVELOP COMPUTER DOCUMENTS, RECORDS AND WORKSHEETS*

Name of Candidate :
 Name of Assessor/s :

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Determine Presentation and format of document						
	1) Software most appropriate to the nature of the document is selected from a range of options.					
	2) Layout and style of document are selected according to particular information and presentations requirements.					
	3) Document design is consistent with enterprise guidelines.					
	4) Document format is created ready for entry of information.					
	5) Format and presentation are discussed and clarified with the person requesting the document.					
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Element 2 – Produce document						
	1) Keyboard is operated within designated speed and accuracy requirements.					
	2) Documents entered are clearly and accurately presented using a broad range of software systems.					
	3) Information from other documents is integrated as required.					
	4) Documents are saved regularly to avoid loss of data.					
	5) Spelling and grammar is checked.					
	6) Draft is proof-read and changes / correction made prior to print out.					
Element 3 – Print and deliver document						
	1) Print preview is used to check document format and lay out.					
	2) Printer is switched on and hubbed to the computer.					
	3) Appropriate stationery is loaded into printer.					

	4) Document is printed out as required.					
	5) Document is delivered according to requirements.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.03.03.05 - DESIGN AND DEVELOP COMPUTER DOCUMENTS, RECORDS AND WORKSHEETS*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.03.04.05 – OPERATE AN AUTOMATED INFORMATION SYSTEM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Access information on an automated system 1) Information requirements are correctly identified and clarified. 2) The system is correctly and efficiently accessed. 3) Appropriate search methods are selected for the type of information required. 4) Features of the system are used to access and manipulate the full range of system information.</p> <p>Element 2 – Download information 1) Required information is correctly selected. 2) Information is downloaded in accordance with system procedures</p>	<p>UNIT VARIABLES Information systems may include enterprise designed systems, government information system, internet.</p> <p>ASSESSMENT GUIDE:* 1) Ability to demonstrate competence and knowledge in the role of automated information system, basic keyboarding skills. 2)</p>

<p>Element 3 – Update information</p> <p>1) Information is updated according to given authority. 2) Information is keyed in accurately using a broad range of software systems. 3) Information from other documents is integrated as required. 4) Documents are saved regularly to avoid loss of data.</p>	<p>Knowledge of the role of automated systems for the industry. 3) Ability to access and retrieve a range of information from an automated system within enterprise acceptable timelines.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.04.05 - OPERATE AN AUTOMATED INFORMATION SYSTEM *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.04.05 - OPERATE AN AUTOMATED INFORMATION SYSTEM *

Name of Candidate :
 Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Access information on an automated system						
	1) Information requirements are correctly identified and clarified.					
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	3) Appropriate search methods are selected for the type of information required.					
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	1) Required information is correctly selected.					
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Element 3 – Update information						
	1) Information is updated according to given authority.					
	2) Information is keyed in accurately using a broad range of software systems.					
	3) Information from other documents is integrated as required.					
	4) Documents are saved regularly to avoid loss of data.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.03.04.05 - OPERATE AN AUTOMATED INFORMATION SYSTEM *

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.03.05.05 – MONITOR AND MAINTAINED COMPUTER SYSTEM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Monitor effectiveness of computer and related equipment 1) The effectiveness of computer equipment is maintained through on going consultations with users. 2) Effectiveness is monitored by assessment of productivity and efficiency. 3) Procedures for identifying and resolving problems are established and implemented including use of specialized assistance. 4) Training needs are identified and training opportunities provided.</p> <p>Element 2 – Purchase hardware and software 1) Hardware and software requirements are accurately identified and possible new approaches are researched. 2) Feasibility of acquiring of upgrading is assessed. 3) Options are evaluated against the needs of the enterprise including advantages and limitations. 4) User friendliness, system support and training are investigated. 5) External specialist assistance is sought as required. 6) Decisions are made in consultation with appropriate colleagues. 7) Introduction of new computer system is planned to take account of impacts on colleagues and customers. 8) Staff are adequately trained in using the new system. 9) New systems are monitored for efficiency and action taken accordingly.</p> <p>Element 3 – Maintain computer equipment and system 1) Systems for cleaning and minor maintenance are established in accordance with manufacturer's instructions. 2) Faults are reported to the nominated person / supplier for rectification. 3) Procedures for ensuring security of data is established, including back ups and virus checks. 4) Document filing systems and procedures are created to reflect the size, nature and complexity of the workplace. 5) Equipment is set up to accept software and functions being used.</p>	<p>UNIT VARIABLES Computer equipment may include screens, hard & flash drive, diskettes, printers, scanners, back up system, software.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in sources of information and advice on computer systems, computer security and filing system, key factors in achieving productivity and efficiency from computer system, current technology options as appropriate to enterprise.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.05.05 - MONITOR AND MAINTAINED COMPUTER SYSTEM *
05	Results of Assessment	
06	Comments &	

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07	Name of Assessor	
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Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.05.05 - MONITOR AND MAINTAINED COMPUTER SYSTEM *

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Monitor effectiveness of computer and related equipment						
	1) The effectiveness of computer equipment is maintained through on going consultations with users.					
	2) Effectiveness is monitored by assessment of productivity and efficiency.					
	3) Procedures for identifying and resolving problems are established and implemented including use of specialized assistance.					
	4) Training needs are identified and training opportunities provided.					
Element 2 – Purchase hardware and software						
	1) Hardware and software requirements are accurately identified and possible new approaches are researched.					
	2) Feasibility of acquiring or upgrading is assessed.					
	3) Options are evaluated against the needs of the enterprise including advantages and limitations.					
	4) User friendliness, system support and training are investigated.					
	5) External specialist assistance is sought as required.					
	6) Decisions are made in consultation with appropriate colleagues.					
	7) Introduction of new computer system is planned to take account of impacts on colleagues and customers.					
	8) Staff is adequately trained in using the new system.					
	9) New systems are monitored for efficiency and action taken accordingly.					
Element 3 – Maintain computer equipment and system						
	1) Systems for cleaning and minor maintenance are established in accordance with manufacturer's instructions.					
	2) Faults are reported to the nominated person / supplier for rectification.					
	3) Procedures for ensuring security of data is established, including back ups and virus					

	checks.					
	4) Document filing systems and procedures are created to reflect the size, nature and complexity of the workplace.					
	5) Equipment is set up to accept software and functions being used.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.03.05.05 - MONITOR AND MAINTAINED COMPUTER SYSTEM *

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.03.06.05 – OPERATE A COMPUTERIZED RESERVATION SYSTEM

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Access and use CRS information 1) CRS displays are accurately and correctly accessed and interpreted. 2) CRS features are used to access a range of information including: a. costs; b. availability; c. product information; d. product rules; e. general industry information.</p> <p>Element 2 – Process CRS status 1) New reservations or changes are accurately entered in accordance with system procedures. 2) All</p>	<p>UNIT VARIABLES CRS may use any available CRS</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in the role of CRS, the range and services offered by</p>

required details are accurately recorded. 3) Reservation status is accurately updated, amended and stored as required. 4) Where required reservation details are correctly downloaded/printed. Element 3- Send and receive CRS Communications 1) Communications to industry colleagues are accurately created and processed in the CRS. 2) Communications from industry colleagues are accessed at the appropriate time and correctly interpreted.	CRS, basic keyboarding skills. 2) Look for ability to correctly use the features of a CRS. 3) Look for the ability to accurately make and process reservations by CRS.
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.06.05 / APEC SS 3.03.xx.05 - OPERATE A COMPUTERIZED RESERVATION SYSTEM *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.06.05 / APEC SS 3.03.xx.05 - OPERATE A COMPUTERIZED RESERVATION SYSTEM *

Name of Candidate :

Name of Assessor/s :

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 *** C= Competent; NYC= Not Yet Competent

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Access and use CRS information						
	1) CRS displays are accurately and correctly accessed and interpreted.					
	2) CRS features are used to access a range of information including: a. costs; b. availability; c. product information; d. product rules; e. general industry information.					
Element 2 – Process CRS status						
	1) New reservations or changes are accurately entered in accordance with system procedures.					
	2) All required details are accurately recorded.					
	3) Reservation status is accurately updated, amended and stored as required.					
	4) Where required reservation details are correctly downloaded/printed.					
Element 3 - Send and receive CRS Communications						
	1) Communications to industry colleagues are accurately created and processed in the CRS.					
	2) Communications from industry colleagues are accessed at the appropriate time and correctly interpreted.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.03.06.05 / APEC SS 3.03.xx.05 - OPERATE A COMPUTERIZED RESERVATION SYSTEM *

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.03.07.05 / 3.03.xx.05 – MAINTAIN PRODUCT INFORMATION INVENTORY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Obtain and interpret information for inventory 1) Information to be included in inventory is obtained from internal and external colleagues at the appropriate time. 2) Information is correctly interpreted and reviewed prior to entry into inventory.</p> <p>Element 2 – Enter data into inventory system 1) Where appropriate information is accurately calculated prior to entry in accordance with enterprise procedures and commercial agreements or recheck with the person nominated for price calculation. 2) Information is correctly formatted and entered into the inventory system in accordance with enterprise procedures and commercial agreements.</p> <p>Element 3 – Update inventory 1) Inventory information is accurately updated at designated times in accordance with enterprise procedures. 2) Bookings / allotments / requests are monitored. 3) Out-of-date information is removed from the inventory within designated timelines.</p> <p>Element 4 – Provide inventory information 1) Inventory information, updates and briefings are accurately produced within designated timelines. 2) Reports and inventory information are distributed to appropriate colleagues in accordance with enterprise procedures. 3) Assistance to inventory-related matters is provided to colleagues.</p>	<p>UNIT VARIABLES Information inventory may include general information of enterprise products, company sales & marketing systems, rates / costs / tariffs, Terms and conditions of sales, special packages, sales data.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in the role of product inventories for the company and inventory procedures and systems available. 2) Ability to accurately create, update and produce reports on a product inventory system within acceptable timeframes.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.07.05 / APEC SS 3.03.xx.05 - MAINTAIN PRODUCT INFORMATION INVENTORY*
05	Results of Assessment	

06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.07.05 / APEC SS 3.03.xx.05 - MAINTAIN PRODUCT INFORMATION INVENTORY*

Name of Candidate :
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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Obtain and interpret information for inventory						
	1) Information to be included in inventory is obtained from internal and external colleagues at the appropriate time.					
	2) Information is correctly interpreted and reviewed prior to entry into inventory.					
Element 2 – Enter data into inventory system						
	1) Where appropriate information is accurately calculated prior to entry in accordance with enterprise procedures and commercial agreements or recheck with the person nominated for price calculation.					
	2) Information is correctly formatted and entered into the inventory system in accordance with enterprise procedures and commercial agreements.					
Element 3 – Update inventory						
	1) Inventory information is accurately updated at designated times in accordance with enterprise procedures.					
	2) Bookings / allotments / requests are monitored.					
	3) Out-of-date information is removed from the inventory within designated timelines.					
Element 4 – Provide inventory information						
	1) Inventory information, updates and briefings are accurately produced within designated timelines.					
	2) Reports and inventory information are distributed to appropriate colleagues in accordance with enterprise procedures.					
	3) Assistance to inventory-related matters is provided to colleagues.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

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APEC SS 1.03.07.05 / APEC SS 3.03.xx.05 - MAINTAIN PRODUCT INFORMATION INVENTORY*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE

APEC SS 1.03.08.05 / 1.02.xx.05 – PLAN AND ESTABLISH SYSTEMS AND PROCEDURES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES AND ASSESSMENT GUIDE
<p>Element 1 – Plan systems and procedures</p> <p>1) System and procedural requirements are identified and clarified through workplace monitoring and on-going consultations with colleagues and customers. System and procedures may include: a. customer service procedures; b. FB service procedures; c. kitchen systems; d. housekeeping systems; e. office administration procedures; f. reservation procedures; g. tour operations; h. any other procedures. 2) Problem areas are identified and prompt action is taken. 3) Possible responses are identified and developed in consultation with colleagues. 4) Responses take account of immediate operational needs and enterprise goals. 5) Human and financial issues are taken into consideration.</p> <p>Element 2 – Establish systems and procedures</p> <p>1) Advance notice of new systems and procedures is provided to colleagues. 2) System and procedures are introduced to the workplace in a manner which causes minimum disruption to customers and colleagues. 3) Training and support is provided as required.</p>	<p>UNIT VARIABLES</p> <p>Systems and procedures include all general and departmental standard operating procedures.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate skills and knowledge in basic principles of planning; in-depth knowledge of the specific work area operation; related legislative framework. 2) ability to identify</p>

Element 3- Review systems and procedures 1) Efficiency and effectiveness of the new system is monitored in the operation. 2) Suggestions for improvements are sought from colleagues at all levels. 3) Adjustments are promptly made.	issues that may arise in the development and implementation process.
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.08.05 / APEC SS 1.02.xx.05 - PLAN AND ESTABLISH SYSTEMS AND PROCEDURES*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.08.05 / APEC SS 1.02.xx.05 - PLAN AND ESTABLISH SYSTEMS AND PROCEDURES*

Name of Candidate :
 Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Plan systems and procedures						
	1) System and procedural requirements are identified and clarified through workplace monitoring and on-going consultations with colleagues and customers. System and procedures may include: a. customer service procedures; b. FB service procedures; c. kitchen systems; d. housekeeping systems; e. office administration procedures; f. reservation procedures; g. tour operations; h. any other procedures.					
	2) Problem areas are identified and prompt action is taken.					
	3) Possible responses are identified and developed in consultation with colleagues.					
	4) Responses take account of immediate operational needs and enterprise goals.					
	5) Human and financial issues are taken into consideration.					
Element 2 – Establish systems and procedures						
	1) Advance notice of new systems and procedures is provided to colleagues.					
	2) System and procedures are introduced to the workplace in a manner which causes minimum disruption to customers and colleagues.					
	3) Training and support is provided as required.					
Element 3 - Review systems and procedures						
	1) Efficiency and effectiveness of the new system is monitored in the operation.					
	2) Suggestions for improvements are sought from colleagues at all levels.					
	3) Adjustments are promptly made.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.03.08.05 / APEC SS 1.02.xx.05 - PLAN AND ESTABLISH SYSTEMS AND PROCEDURES*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

<p>ASSESSMENT FILE</p> <p>APEC SS 1.03.09.05 / 4.02.xx.05 – ACCESS AND INTERPRET PRODUCT INFORMATION</p>
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ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Identify and access product information 1) Sources of product information are correctly identified and accessed. 2) Appropriate sources are selected according to with enterprise policy, commercial agreements and specific needs.</p> <p>Element 2 – Interpret product information 1) Information sources are correctly interpreted and applied including timetables, brochures, etc. 2) Specific product information is correctly interpreted and applied including: costs / tariffs / rates; conditions and rules; scheduling information; product codes; booking procedures.</p> <p>Element 3 – Provide product advice 1) Product advice and information needs are accurately identified. 2) Current and accurate product advice and information are provided in a timely manner. 3) Scope and depth of the information are appropriate to customer needs. 4) Information and advice are presented in an appropriate format and style.</p>	<p>UNIT VARIABLES Product information system may be manual or automated. Sources of product information may include: brochures, timetables, computer data, tariff sheets, confidential tariff, etc. Products may include: transportation, touring products, cruises, accommodation, attractions, special events, recreational activities, convention / conference facilities, FF and catering facilities, currency and banking service, etc.</p> <p>ASSESSMENT GUIDE 1) Evidence should include demonstrated knowledge and ability in: a. accessing and correctly interpreting information on different categories of tourism products within enterprise acceptable timeframes; b. knowledge of product terminology and procedures as appropriate to the enterprise. 2) Underpinning knowledge and skills required include: a. major categories of tourism products; b. industry terminology and common abbreviations in relation to major product categories; c. general procedures and specific legal issues in relation to major product categories.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

<p>1. APEC SS ASSESSMENT COVER SHEET</p>

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.09.05 / APEC SS 4.02.xx.05 - ACCESS AND INTERPRET PRODUCT INFORMATION

05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.09.05 / APEC SS 4.02.xx.05 - ACCESS AND INTERPRET PRODUCT INFORMATION

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Identify and access product information						
	1) Sources of product information are correctly identified and accessed.					
	2) Appropriate sources are selected according to with enterprise policy, commercial agreements and specific needs.					
Element 2 – Interpret product information						
	1) Information sources are correctly interpreted and applied including timetables, brochures, etc.					
	2) Specific product information is correctly interpreted and applied including: costs / tariffs / rates; conditions and rules; scheduling information; product codes; booking procedures.					
Element 3 – Provide product advice						
	1) Product advice and information needs are accurately identified.					
	2) Current and accurate product advice and information are provided in a timely manner.					
	3) Scope and depth of the information are appropriate to customer needs.					
	4) Information and advice are presented in an appropriate format and style.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.03.09.05 / APEC SS 4.02.xx.05 - ACCESS AND INTERPRET PRODUCT INFORMATION

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

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Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.03.10.05 / 4.02.xx.05
SOURCE AND PROCIDE DESTINATION INFORMATION AND ADVICE

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop destination knowledge 1) Information sources for current and accurate information are correctly identified and accessed. 2) Information on features of the destination and the general style of tourism products available is obtained. 3) Information to meet different customer needs is accurately identified and obtained. 4) Information is recorded and stored for future use according to enterprise systems.</p> <p>Element 2 – Update destination knowledge 1) Informal and formal research are used to update destination and general product knowledge. 2) Feedback on experience with destinations is sought from colleagues and customers and shared with other organizations where appropriate. 3) Updated information is shared with colleagues according to enterprise procedures.</p>	<p>UNIT VARIABLES The range of destination knowledge will vary according to the industry sector and workplace. Destination knowledge may include but is not limited to: major tourist areas; geographic features; history; local economy; local custom; special regional features; cultural elements; special features of the host community such as festivals, holidays, cultural events; appropriate health and safety considerations; climate and seasonal factors; local facilities including transport, accommodation, eating out; banking and currency information; etc. General product information may include styles of product available within the destination and seasonal availability of product. Informal and formal research may include: discussions with colleagues and customers; formal study; reading of brochures; trade and general media; product updates and launches; promotional seminars; direct contact with other organizations; familiarizations; reading of travel guide books; accessing the internet; video; etc.</p> <p>ASSESSMENT GUIDE</p>

<p>Element 3 – Provide destination information and advice to customers</p> <p>1) Information and advice needs are accurately identified. 2) A range of current and accurate destination and general product information and advice is provided in a timely manner in accordance with organization procedures. 3) Scope and depth of the information are appropriate to customer needs. 4) Information and advice are presented in an appropriate format and style.</p>	<p>1) Evidence should include demonstrated ability to: a. research current, relevant and accurate information on tourism destinations and the styles of product offered in those destinations; b. knowledge of current industry information networks and sources; c. present accurate and current information in simple and friendly format.</p> <p>2) Underpinning knowledge and skills required include: a. sources of information on destinations; b. knowledge of industry information networks; c. typical ways that individuals update their knowledge in the tourism industry; d. understanding of ways in which customers seek information.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.03.10.05 / APEC SS 4.02.xx.05 - SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE
05	Results of Assessment	
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Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.03.10.05 / APEC SS 4.02.xx.05 - SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE

Name of Candidate :

Name of Assessor/s :

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Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop destination knowledge						
	1) Information sources for current and accurate information are correctly identified and accessed.					
	2) Information on features of the destination and the general style of tourism products available is obtained.					
	3) Information to meet different customer needs is accurately identified and obtained.					
	4) Information is recorded and stored for future use according to enterprise systems.					
Element 2 – Update destination knowledge						
	1) Informal and formal research are used to update destination and general product knowledge.					
	2) Feedback on experience with destinations is sought from colleagues and customers and shared with other organizations where appropriate.					
	3) Updated information is shared with colleagues according to enterprise procedures.					
Element 3 – Provide destination information and advice to customers						
	1) Information and advice needs are accurately identified.					
	2) A range of current and accurate destination and general product information and advice is provided in a timely manner in accordance with organization procedures.					
	3) Scope and depth of the information are appropriate to customer needs.					
	4) Information and advice are presented in an appropriate format and style.					

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

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APEC SS 1.03.10.05 / APEC SS 4.02.xx.05 - SOURCE AND PROVIDE DESTINATION INFORMATION AND ADVICE

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

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COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

CHAPTER 1.04 - ENGLISH LANGUAGE UNITS (09 Units)

SUMMARY OF UNITS

Unit code	Unit Name	Elmts	Total PC
1.04.01.05	Speak and understand English at basic operational level	6	8+6+8+10+10+4 = 46
1.04.02.05	Read English at basic operational level	3	5+3+4 = 12
1.04.03.05	Write English at basic operational level	5	8+10+10+6+7 = 41
1.04.04.05	Speak and understand English at supervisory operational level	10	11+6+9+7+7+7+9+8+7+5 = 76
1.04.05.05	Read English at supervisory operational level	3	6+5+6 = 17
1.04.06.05	Write English at supervisory operational level	4	8+15+9+8 = 40
1.04.07.05	Speak and understand English at advance operational level	6	5+10+9+7+8+6 = 45
1.04.08.05	Read English at advance operational level	2	8+8 = 16
1.04.09.05	Write English at advance operational level	4	13+16+7+7 = 43
	TOTAL 09 Units	43	336

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.04.01.05 - SPEAK AND UNDERSTAND ENGLISH AT BASIC OPERATIONAL LEVEL *
 Equivalent to TOEIC 500 – 650 or Australian Second Language Proficiency Ratings Level 1+

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Exchange information in familiar topics 1) Initiate an exchange using appropriate greetings. 2) Provide and request information on familiar topics. 3) Manage conversational techniques, such as, asking for repetition, checking for comprehension and clarification. 4) Participate in a short exchange which involves a one to one interaction. 5) Speak with pronunciation, stress and intonation which require clarification from time to time. 6) Use vocabulary which covers familiar topics. 7) Use simple grammatical constructions to give explanations, to ask simple questions and to manage basic conversational techniques. 8) Use appropriate level of formality or informality depending on the relationship with the speakers.</p> <p>Element 2 – Give basic instructions in English 1) Give a series of simple instructions correctly. 2) Link the instructions sequentially using linking words such as, first, second, third, finally. 3) Speak with pronunciation, stress and intonation which require clarification from time to time. 4) Use vocabulary which covers familiar topics. 5) Use simple grammatical constructions to give instructions. 6) Use appropriate level of formality or informality depending on the relationship with the speakers.</p> <p>Element 3 – Initiate and participate in short casual conversations 1) Initiate a formal or informal exchange using appropriate greetings. 2) Express personal view on familiar topics. 3) Relate an event in the correct time sequence. 4) Manage some conversational techniques, feedback and clarification. 5) Use vocabulary describing familiar topics appropriately. 6). Speak with pronunciation, stress and intonation which requires clarification from time to time. 7) Use appropriate grammatical constructions to convey simple meanings in casual conversation. 8) Use appropriate level of formality or informality depending on the relationship with the speakers.</p> <p>Element 4 – Promote goods and services to customer in English 1) Greet customer appropriately. 2) Elicit from customer the nature of his/her requirements using simple questions. 3) Describe products to customer using demonstration techniques. 4) Promote the qualities of the products or services by using simple persuasive language. 5) Provide additional information regarding the goods and services to the customer on request. 6) Close the exchange with customer appropriately. 7) Speak with pronunciation, stress and intonation which require clarification from time to time. 8) Use vocabulary which covers goods and services appropriate for the job, enterprise and location. 9) Use simple grammatical constructions to promote goods and services such as, use of comparatives, superlatives and descriptive language. 10) Use appropriate level of formality depending on the relationship with the speakers.</p> <p>Element 5 – Speak on the telephone 1) Give correct greeting which includes the name of the company. 2) Offer assistance to the caller. 3) Establish the purpose of the call and the name of the person whom the caller wishes to speak to. 4) Ask the caller to wait while the relevant person is located if possible. 5) Apologize to the caller if the person is unavailable. 6) Record the caller's details. 7) Use vocabulary which covers familiar topics. 8) Speak with pronunciation, stress and intonation which require clarification from time to time. 9) Use simple grammatical constructions to convey meaning. 10) Use appropriate level of formality or informality depending on the relationship with the speakers.</p> <p>Element 6 – Understand basic spoken English 1) Demonstrate understanding of purpose of oral text. 2) Listen for general meaning in the oral text. 3) Listen for specific details. 4) Demonstrate understanding of oral text.</p>	<p>UNIT VARIABLES Exchange of conversation may include: 1) Respond to basic customer requests. 2) Give directions to customers. 3) Provide information on facilities, destination and money changer. 4) Face-to-face conversation. 5) Telephone exchange. 6) Explain simple procedures. 7) Promote products, services and merchandise available. 8) Simple instruction. 9) Request for information. 10) Casual conversation where native speaker slows down speed of speaking and use simple vocabulary.</p> <p>Equivalent to TOEIC 500 – 650 or Australian Second Language Proficiency Ratings Level 1+</p> <p>ASSESSMENT GUIDE* 1) Appropriate communications techniques such as taking turns, clarification, feedback. 2) Ability to distinguish social relationship in spoken interactions. 3) Ability to use appropriate vocabulary for familiar topics. 4) Ability to identify key information from oral text.</p>

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.01.05 - SPEAK AND UNDERSTAND ENGLISH AT BASIC OPERATIONAL LEVEL
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.01.05 - SPEAK AND UNDERSTAND ENGLISH AT BASIC OPERATIONAL LEVEL

Name of Candidate :

Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Exchange information in familiar topics						
	1) Initiate an exchange using appropriate greetings.					
	2) Provide and request information on familiar topics.					
	3) Manage conversational techniques, such as, asking for repetition, checking for					

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

	comprehension and clarification.						
	4) Participate in a short exchange which involves a one to one interaction.						
	5) Speak with pronunciation, stress and intonation which require clarification from time to time.						
	6) Use vocabulary which covers familiar topics.						
	7) Use simple grammatical constructions to give explanations, to ask simple questions and to manage basic conversational techniques.						
	8) Use appropriate level of formality or informality depending on the relationship with the speakers.						
Element 2 – Give basic instructions in English							
	1) Give a series of simple instructions correctly.						
	2) Link the instructions sequentially using linking words such as, first, second, third, finally.						
	3) Speak with pronunciation, stress and intonation which require clarification from time to time.						
	4) Use vocabulary which covers familiar topics.						
	5) Use simple grammatical constructions to give instructions.						
	6) Use appropriate level of formality or informality depending on the relationship with the speakers.						
Element 3 – Initiate and participate in short casual conversations							
	1) Initiate a formal or informal exchange using appropriate greetings.						
	2) Express personal view on familiar topics.						
	3) Relate an event in the correct time sequence.						
	4) Manage some conversational techniques, feedback and clarification.						
	5) Use vocabulary describing familiar topics appropriately.						
	6). Speak with pronunciation, stress and intonation which requires clarification from time to time.						
	7) Use appropriate grammatical constructions to convey simple meanings in casual conversation.						
	8) Use appropriate level of formality or informality depending on the relationship with the speakers.						
Element 4 – Promote goods and services to customer in English							
	1) Greet customer appropriately.						
	2) Elicit from customer the nature of his/her requirements using simple questions.						
	3) Describe products to customer using demonstration techniques.						
	4) Promote the qualities of the products or services by using simple persuasive language.						
	5) Provide additional information regarding the goods and services to the customer on request.						
	6) Close the exchange with customer appropriately.						
	7) Speak with pronunciation, stress and intonation which require clarification from time to time.						
	8) Use vocabulary which covers goods and services appropriate for the job, enterprise and location.						
	9) Use simple grammatical constructions to promote goods and services such as, use of comparatives, superlatives and descriptive language.						
	10) Use appropriate level of formality depending on the relationship with the speakers.						
Element 5 – Speak on the telephone							
	1) Give correct greeting which includes the name of the company.						
	2) Offer assistance to the caller.						
	3) Establish the purpose of the call and the name of the person whom the caller wishes to speak to.						
	4) Ask the caller to wait while the relevant person is located if possible.						
	5) Apologize to the caller if the person is unavailable.						
	6) Record the caller's details.						
	7) Use vocabulary which covers familiar topics.						
	8) Speak with pronunciation, stress and intonation which require clarification from time to						

	time.					
	9) Use simple grammatical constructions to convey meaning.					
	10) Use appropriate level of formality or informality depending on the relationship with the speakers.					
Element 6 – Understand basic spoken English						
	1) Demonstrate understanding of purpose of oral text.					
	2) Listen for general meaning in the oral text.					
	3) Listen for specific details.					
	4) Demonstrate understanding of oral text.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.04.01.05 - SPEAK AND UNDERSTAND ENGLISH AT BASIC OPERATIONAL LEVEL

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

<p>ASSESSMENT FILE APEC SS 1.04.02.05 – READ ENGLISH AT BASIC OPERATIONAL LEVEL Equivalent to TOEIC 500 – 650 or Australian Second Language Proficiency Ratings Level 1+</p>
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UNIT ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
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<p>Element 1 – Read simple diagrammatic business text 1) Identify the purpose of the text. 2) Identify common signs. 3) Access specific information from map including the legend. 4) Locate information in a table. 5) Demonstrate understanding of a simple flow chart.</p> <p>Element 2 – Read simple informational business texts 1) Identify the purpose of the text. 2) Identify the main ideas in a text. 3) Demonstrate understanding of the text.</p> <p>Element 3 – Read simple instructional business text 1) Identify the purpose of the text. 2) Recognize the structure of the text. 3) Identify the main ideas in a text. 4) Demonstrate understanding of a sequence of simple written instructions as described in the text.</p>	<p>UNIT VARIABLES Text read may include: 1) Maps, brochures, basic business letters, simple messages. 2) Simple flow chart for a process. 3) Simple written instructions from customers. 4) Basic operating procedures. 5) A mixture of sentence structures. 6) Everyday familiar vocabulary. 7) Headings and sub headings.</p> <p>Equivalent to TOEIC 500 – 650 or Australian Second Language Proficiency Ratings Level 1+</p> <p>ASSESSMENT GUIDE* Ability to read and interpret a limited range of simple texts</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.02.05 - READ ENGLISH AT BASIC OPERATIONAL LEVEL *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.02.05 - READ ENGLISH AT BASIC OPERATIONAL LEVEL*

Name of Candidate :
 Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Read simple diagrammatic business text						
	1) Identify the purpose of the text.					
	2) Identify common signs.					
	3) Access specific information from map including the legend.					
	4) Locate information in a table.					
	5) Demonstrate understanding of a simple flow chart.					
Element 2 – Read simple informational business texts						
	1) Identify the purpose of the text.					
	2) Identify the main ideas in a text.					
	3) Demonstrate understanding of the text.					
Element 3 – Read simple instructional business text						
	1) Identify the purpose of the text.					
	2) Recognize the structure of the text.					
	3) Identify the main ideas in a text.					
	4) Demonstrate understanding of a sequence of simple written instructions as described in the text.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.04.02.05 - READ ENGLISH AT BASIC OPERATIONAL LEVEL*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.04.03.05 – WRITE ENGLISH AT BASIC OPERATIONAL LEVEL *
 Equivalent to TOEIC 500 – 650 or Australian Second Language Proficiency Ratings Level 1+

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Write short messages 1) Identify the audience and purpose of the text. 2) Use language appropriate to text purpose and format. 3) Sequence idea properly. 4) Write a minimum of six simple sentences about the topic. 5) Use legible handwriting or appropriate computer format. 6) Use appropriate level of formality for the text to be understood. 7) Spell and punctuate sufficiently for the text to be understood. 8) Use grammar correctly for the meaning of the text to be understood.</p> <p>Element 2 – Write short basic business report 1) Identify the audience and purpose of the text. 2) Use language appropriate to text purpose and format. 3) Sequence idea properly. 4) Link ideas effectively using appropriate linking words. 5) Stage the report correctly with appropriate middle and end. 6) Write a text of approximately 150 words. 7) Use appropriate level of formality. 8) Use legible handwriting or appropriate computer format. 9) Spell and punctuate sufficiently for the text to be understood. 10) Use grammar correctly for the meaning of the text to be understood.</p> <p>Element 3 – Complete forms in English 1) Identify the audience and purpose of the text. 2) Use language appropriate to text purpose and format. 3) Identify the information required. 4) Respond correctly to written instructions. 5) Provide information in appropriate place and form. 6) Provide information in a telephone message form to include the following information: a. caller's name; b. caller's company; c. date and time of calling; d. brief message from the caller expressed in simple sentences. 7) Use appropriate key vocabulary. 8) Use legible handwriting or appropriate computer format. 9) Spell and punctuate sufficiently for the text to be understood. 10) Use grammar correctly for the meaning of the text to be understood.</p> <p>Element 4 – Write simple instructions in English 1) Identify the audience and purpose of the text. 2) Use language appropriate for the purpose e.g. simple instructional terms. 3) Sequence instructions correctly and use a numbering system to order the instructions. 4) Use legible handwriting or appropriate computer format. 5) Spell and punctuate sufficiently for the text to be understood. 6) Use grammar correctly for the meaning of the text to be understood.</p> <p>Element 5 – Write to request, confirm or clarify an action 1) Identify the audience and purpose of the text. 2) Use language and tone appropriate to text purpose and audience. 3) Sequence and structure ideas or information correctly. 4) Write at least one paragraph. 5) Use appropriate level of formality for the text to be understood. 6) Spell and punctuate sufficiently for the text to be understood. 7) Use grammar correctly for the meaning of the text to be understood.</p>	<p>UNIT VARIABLES Text written may include : 1. Simple accident report forms. 2) Travel itinerary. 3) Short accident report. 4) Report on machine failure. 5) Report on tour or event / banquet. 6) Directions for tourists / guests. 7) Simple event program or simple travel schedule. 8) Fax text for clarification, confirmation on reservations. 9) Simple interoffice memo. 10) Simple letter of complaint.</p> <p>Equivalent to TOEIC 500 – 650 or Australian Second Language Proficiency Ratings Level 1+</p> <p>ASSESSMENT GUIDE:* Ability to write clearly and comprehensively to convey meaning for the specified range of language uses.</p>

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.03.05 - WRITE ENGLISH AT BASIC OPERATIONAL LEVEL *
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.03.05 - WRITE ENGLISH AT BASIC OPERATIONAL LEVEL *

Name of Candidate :

Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Write short messages						
	1) Identify the audience and purpose of the text.					
	2) Use language appropriate to text purpose and format.					
	3) Sequence idea properly.					

	4) Write a minimum of six simple sentences about the topic.						
	5) Use legible handwriting or appropriate computer format.						
	6) Use appropriate level of formality for the text to be understood.						
	7) Spell and punctuate sufficiently for the text to be understood.						
	8) Use grammar correctly for the meaning of the text to be understood.						
Element 2 – Write short basic business report							
	1) Identify the audience and purpose of the text.						
	2) Use language appropriate to text purpose and format.						
	3) Sequence idea properly.						
	4) Link ideas effectively using appropriate linking words.						
	5) Stage the report correctly with appropriate middle and end.						
	6) Write a text of approximately 150 words.						
	7) Use appropriate level of formality.						
	8) Use legible handwriting or appropriate computer format.						
	9) Spell and punctuate sufficiently for the text to be understood.						
	10) Use grammar correctly for the meaning of the text to be understood.						
Element 3 – Complete forms in English							
	1) Identify the audience and purpose of the text.						
	2) Use language appropriate to text purpose and format.						
	3) Identify the information required.						
	4) Respond correctly to written instructions.						
	5) Provide information in appropriate place and form.						
	6) Provide information in a telephone message form to include the following information: a. caller's name; b. caller's company; c. date and time of calling; d. brief message from the caller expressed in simple sentences.						
	7) Use appropriate key vocabulary.						
	8) Use legible handwriting or appropriate computer format.						
	9) Spell and punctuate sufficiently for the text to be understood.						
	10) Use grammar correctly for the meaning of the text to be understood.						
Element 4 – Write simple instructions in English							
	1) Identify the audience and purpose of the text.						
	2) Use language appropriate for the purpose e.g. simple instructional terms.						
	3) Sequence instructions correctly and use a numbering system to order the instructions.						
	4) Use legible handwriting or appropriate computer format.						
	5) Spell and punctuate sufficiently for the text to be understood.						
	6) Use grammar correctly for the meaning of the text to be understood.						
Element 5 – Write to request, confirm or clarify an action							
	1) Identify the audience and purpose of the text.						
	2) Use language and tone appropriate to text purpose and audience.						
	3) Sequence and structure ideas or information correctly.						
	4) Write at least one paragraph.						
	5) Use appropriate level of formality for the text to be understood.						
	6) Spell and punctuate sufficiently for the text to be understood.						
	7) Use grammar correctly for the meaning of the text to be understood.						

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.04.03.05 - WRITE ENGLISH AT BASIC OPERATIONAL LEVEL *

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.04.04.05
SPEAK AND UNDERSTAND ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL
 TOEIC 651 – 850 or Australian Second Language Proficiency Ratings, Level 2

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Respond to incoming telephone inquiries</p> <p>1) Give correct greeting which includes the name of the company and person. 2) Offer assistance to the caller. 3) Establish the purpose of the call clearly by asking questions. 4) Provide information to address the customer’s inquiry. 5) Transfer caller inquiries promptly to relevant person. 6) Record caller’s details and brief message if applicable. 7) Confirm message with caller. 8) Close the conversation appropriately. 9) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 10) Use appropriate grammatical constructions to convey meaning. 11) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 2 – Request goods and services on the telephone</p> <p>1) Establish the purpose of the call prior to calling. 2) Identify and use appropriate steps to achieve the transaction, including: a. Identification of the service/goods required; b. Request the services or goods required; c. Confirm that the appropriate services or goods are being provided by using clarification techniques. 3) Close the conversation appropriately. 4) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 5) Use appropriate grammatical constructions to convey meaning. 6) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 3 – Participate in group discussions</p> <p>1) Observe meeting procedures and protocols. 2) Answer questions pertinent to the topic under discussion. 3) Give opinions pertinent to the topic under discussion. 4) Participate in meetings by using strategies to</p>	<p>UNIT VARIABLES</p> <p>Conversation capability for attending and participate in meetings, either face to face or on the phone, giving clear and extensive information on various topics and issues, giving clear and extensive information on enterprise product and services including rates and prices, dealing with customer complaints either face to face or in the phone, giving presentations and commentaries, and conduct sales promotions.</p>

<p>confirm, clarify understanding and to make constructive additions to what is said. 5) Use turn taking skills to influence the direction of the meeting and to contribute to the achievement of the agreed goals of the meeting. 6) Provide regular support and feedback to participants. 7) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 8) Use appropriate grammatical constructions to convey meaning. 9) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 4 – Participate in casual conversation to establish customer report</p> <p>1) Open and close casual conversations appropriately. 2) Express opinions on a variety of topics such as current events using appropriate vocabulary and complex language structures. 3) Relate familiar events and anecdotes using familiar words and types of language that feature in casual conversation. 4) Use clarification and turn taking techniques. 5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 6) Use appropriate grammatical constructions to convey meaning. 7) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 5 – Provide detailed information to customers</p> <p>1) Initiate an exchange using appropriate greetings. 2) Provide detailed oral information in response to customer’s request. 3) Use clarification and feedback techniques to ensure that the request for information has been adequately addressed. 4) Refer the customer to further sources of information if appropriate. 5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 6) Use appropriate grammatical constructions to convey meaning. 7) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 6 – Give complex instructions</p> <p>1) Use a variety of language to express a series of instructions. 2) Stage the process of giving the instructions sequentially. 3) Clarify that instructions have been correctly understood. 4) Provide feedback to listener on the successful performance of activity when applicable. 5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 6) Use appropriate grammatical constructions to convey meaning. 7) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 7 – Deal with customer complaints</p> <p>1) Use formal greetings and courtesy expressions to greet customer. 2) Use clarification and feedback techniques as the customer explains the complaint. 3) Demonstrate understanding of the nature of the complaint by rephrasing what the customer has stated. 4) Offer to take appropriate action to resolve the complaint. 5) Explain circumstances which give rise to the complaint when possible. 6) Offer possible solutions. 7) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 8) Use appropriate grammatical constructions to convey meaning. 9) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 8 – Promote products and services to customer</p> <p>1) Greet customer appropriately and offer assistance. 2) Request information from customer regarding his/her requirements. 3) Use confirmation and clarification techniques to ensure correct interpretation of customer requirements. 4) Describe and promote the various product and services to the customer. 5) Close the exchange appropriately. 6) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 7) Use appropriate grammatical constructions to convey meaning. 8) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 9 – Provide brief business presentation</p> <p>1. Research topic using references (books, publications, newspapers, or internet). 2). Provide plan of the structure of the presentation including the staging of the presentation. 3) Deliver a logical presentation which has defined introduction, development and conclusion for about 10 minutes duration. 4) Use presentation techniques to enhance the presentation, including: a. humor; b. body language; c. anecdotes; d. appropriate answer to questions; e. strategies to encourage audience participation such as games etc. 5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 6) Use appropriate grammatical constructions to convey meaning. 7) Use appropriate level of formality or informality depending on the relationship with the speaker.</p> <p>Element 10 – Understand spoken English in routine work situations</p> <p>1) Demonstrate understanding of purpose of oral text. 2) Listen for general meaning in the oral text. 3) Recognize indicators which introduce a topic and distinguish main points from details. 4) Listen for specific details. 5) Demonstrate understanding of how information is linked in a text.</p>	<p>TOEIC 651 – 850 or Australian Second Language Proficiency Ratings, Level 2</p> <p>ASSESSMENT GUIDE*</p> <p>1) Ability to use and respond to spoken language in a variety of contexts with a degree of flexibility. 2) Ability to extract main ideas and most details from sustained oral texts.</p>
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Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.04.05 - SPEAK AND UNDERSTAND ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.04.05 - SPEAK AND UNDERSTAND ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL *

Name of Candidate :

Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Respond to incoming telephone inquiries						
	1) Give correct greeting which includes the name of the company and person.					
	2) Offer assistance to the caller.					

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

	3) Establish the purpose of the call clearly by asking questions.						
	4) Provide information to address the customer's inquiry.						
	5) Transfer caller inquiries promptly to relevant person.						
	6) Record caller's details and brief message if applicable.						
	7) Confirm message with caller.						
	8) Close the conversation appropriately.						
	9) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	10) Use appropriate grammatical constructions to convey meaning.						
	11) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 2 – Request goods and services on the telephone							
	1) Establish the purpose of the call prior to calling.						
	2) Identify and use appropriate steps to achieve the transaction, including: a. Identification of the service/goods required; b. Request the services or goods required; c. confirm that the appropriate services or goods are being provided by using clarification techniques.						
	3) Close the conversation appropriately.						
	4) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	5) Use appropriate grammatical constructions to convey meaning.						
	6) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 3 – Participate in group discussions							
	1) Observe meeting procedures and protocols.						
	2) Answer questions pertinent to the topic under discussion.						
	3) Give opinions pertinent to the topic under discussion.						
	4) Participate in meetings by using strategies to confirm, clarify understanding and to make constructive additions to what is said.						
	5) Use turn taking skills to influence the direction of the meeting and to contribute to the achievement of the agreed goals of the meeting.						
	6) Provide regular support and feedback to participants.						
	7) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	8) Use appropriate grammatical constructions to convey meaning.						
	9) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 4 – Participate in casual conversation to establish customer report							
	1) Open and close casual conversations appropriately.						
	2) Express opinions on a variety of topics such as current events using appropriate vocabulary and complex language structures.						
	3) Relate familiar events and anecdotes using familiar words and types of language that feature in casual conversation.						
	4) Use clarification and turn taking techniques.						
	5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	6) Use appropriate grammatical constructions to convey meaning.						
	7) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 5 – Provide detailed information to customers							
	1) Initiate an exchange using appropriate greetings.						
	2) Provide detailed oral information in response to customer's request.						
	3) Use clarification and feedback techniques to ensure that the request for information has been adequately addressed.						
	4) Refer the customer to further sources of information if appropriate.						
	5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure						

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	intelligibility.						
	6) Use appropriate grammatical constructions to convey meaning.						
	7) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 6 – Give complex instructions							
	1) Use a variety of language to express a series of instructions.						
	2) Stage the process of giving the instructions sequentially.						
	3) Clarify that instructions have been correctly understood.						
	4) Provide feedback to listener on the successful performance of activity when applicable.						
	5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	6) Use appropriate grammatical constructions to convey meaning.						
	7) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 7 – Deal with customer complaints							
	1) Use formal greetings and courtesy expressions to greet customer.						
	2) Use clarification and feedback techniques as the customer explains the complaint.						
	3) Demonstrate understanding of the nature of the complaint by rephrasing what the customer has stated.						
	4) Offer to take appropriate action to resolve the complaint.						
	5) Explain circumstances which give rise to the complaint when possible.						
	6) Offer possible solutions.						
	7) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	8) Use appropriate grammatical constructions to convey meaning.						
	9) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 8 – Promote products and services to customer							
	1) Greet customer appropriately and offer assistance.						
	2) Request information from customer regarding his/her requirements.						
	3) Use confirmation and clarification techniques to ensure correct interpretation of customer requirements.						
	4) Describe and promote the various product and services to the customer.						
	5) Close the exchange appropriately.						
	6) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	7) Use appropriate grammatical constructions to convey meaning.						
	8) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 9 – Provide brief business presentation							
	1. Research topic using references (books, publications, newspapers, or internet).						
	2). Provide plan of the structure of the presentation including the staging of the presentation.						
	3) Deliver a logical presentation which has defined introduction, development and conclusion for about 10 minutes duration.						
	4) Use presentation techniques to enhance the presentation, including: a. humor; b. body language; c. anecdotes; d. appropriate answer to questions; e. strategies to encourage audience participation such as games etc.						
	5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	6) Use appropriate grammatical constructions to convey meaning.						
	7) Use appropriate level of formality or informality depending on the relationship with the speaker.						
Element 10 – Understand spoken English in routine work situations							
	1) Demonstrate understanding of purpose of oral text.						
	2) Listen for general meaning in the oral text.						

	3) Recognize indicators which introduce a topic and distinguish main points from details.					
	4) Listen for specific details.					
	5) Demonstrate understanding of how information is linked in a text.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.04.04.05 - SPEAK AND UNDERSTAND ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.04.05.05 - READ ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL
 TOEIC 651 – 850 or Australian Second Language Proficiency Ratings, Level 2

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Read routine diagrammatic business text</p> <p>1) Identify the purpose of the text. 2) Access specific information from a map or diagram. 3) Access information related to directionality in a diagram. 4) Access statistical information from pie charts, line graphs, bar charts, block graphs. 5) Locate information in flow charts. 6) Demonstrate a comprehensive understanding of the text.</p>	<p>UNIT VARIABLES</p> <p>Routine business reading text may include maps, flow charts for process, statistical information, schedules, tables of information, promotional fares & rates, events programs and information, training manuals, HSS regulations, customs procedures, insurance regulations and procedures, SOP,</p>

<p>Element 2 – Read routine informational business text 1) Identify the purpose of the text. 2) Extract the main idea from the text. 3) Extract specific details from the text. 4) Infer meaning from text. 5) Demonstrate comprehensive understanding of the text.</p> <p>Element 3 – Read routine explanatory or instructional business text 1) Identify the purpose of the text. 2) Interpret a series of complex instructions. 3) Extract the main idea from the text. 4) Extract specific details from the text. 5) Infer meaning from text. 6) Demonstrate comprehensive understanding of the text.</p>	<p>complex sentence structures and constructions, broad range of vocabulary and technical terms, complex diagrams and graphical information, etc. TOEIC 651 – 850 or Australian Second Language Proficiency Ratings, Level 2 ASSESSMENT GUIDE*: Ability to read and interpret a range of business texts</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.05.05 - READ ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.05.05 - READ ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL *

Name of Candidate : _____

Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
	Element 1 – Read routine diagrammatic business text					
	1) Identify the purpose of the text.					
	2) Access specific information from a map or diagram.					
	3) Access information related to directionality in a diagram.					
	4) Access statistical information from pie charts, line graphs, bar charts, block graphs.					
	5) Locate information in flow charts.					
	6) Demonstrate a comprehensive understanding of the text.					
	Element 2 – Read routine informational business text					
	1) Identify the purpose of the text.					
	2) Extract the main idea from the text.					
	3) Extract specific details from the text.					
	4) Infer meaning from text.					
	5) Demonstrate comprehensive understanding of the text.					
	Element 3 – Read routine explanatory or instructional business text					
	1) Identify the purpose of the text.					
	2) Interpret a series of complex instructions. the main idea from the text.					
	3) Extract					
	4) Extract specific details from the text.					
	5) Infer meaning from text.					
	6) Demonstrate comprehensive understanding of the text.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.04.05.05 - READ ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL *

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.04.06.05 - WRITE ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL
 TOEIC 651 – 850 or Australian Second Language Proficiency Ratings, Level 2

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Write routine business instructional texts 1) Identify the purpose and audience of writing text. 2) Define the goal of writing the text. 3) Identify the materials required for task if required. 4) Write a sequence of sentences that follow a logical order related to the carrying out of a specific task. 5) Indicate sequence of steps using numerical number. 6) Use a broad range of vocabulary including technical vocabulary to suit the writing purpose. 7) Spell and punctuate correctly. 8) Use appropriate grammatical constructions.</p> <p>Element 2 – Write routine business correspondence 1) Identify the purpose and audience of writing text. 2) Use appropriate referencing. 3) Use formal opening. 4) Indicate purpose of writing. 5) Explain the issue. 6) Clarify action required. 7) Use formal close in the letters. 8) Sequence and structure information and ideas logically to suit purpose. 9) Use appropriate sentence constructions both simple and complex to convey meaning. 10) Use appropriate paragraphing where appropriate. 11) Use appropriate links between sequences of sentences and paragraphs to convey relationship between events. 12). Use a variety of writing formats including faxes and memos. 13) Use appropriate levels of formality in business correspondence. 14) Spell and punctuate correctly. 15) Use appropriate grammatical constructions.</p> <p>Element 3 – Write short business reports 1) Identify the purpose and audience of writing text. 2) Sequence and structure information and ideas logically to suit purpose. 3) Use appropriate sentence constructions both simple and complex to convey meaning. 4) Use appropriate paragraphing where appropriate. 5) Use appropriate links between sequences of sentences and paragraphs to convey relationship between events. 6) Convey objectives information about features or events. 7) Write a report of about 400 words. 8) Use standard punctuation and spelling. 9) Use appropriate grammatical constructions.</p> <p>Element 4 – Complete forms 1) Identify the information required. 2) Respond correctly to written instructions. 3) Provide information in appropriate place and form. 4) Record telephone messages accurately ensuring that the following are included: a. Caller's name; b. Caller's company; c. Date and time of calling; d. A brief message. 5) Use appropriate key vocabulary. 6) Use legible handwriting. 7) Use standard punctuation and spelling. 8) Use appropriate grammatical constructions.</p>	<p>UNIT VARIABLES Texts may include training procedures, provide directions and instructions, travel itinerary documents, confirmation letters, accompanying letters for documents, quotations, sales letters, invitations, letter of complaints, letter for interviews, letters providing information on company products and services, fax/memos/emails, accident reports, marketing reports, passport forms etc.</p> <p>TOEIC 651 – 850 or Australian Second Language Proficiency Ratings, Level 2</p> <p>ASSESSMENT GUIDE* Ability to write clear, well-constructed documents that satisfy business writing requirements.</p>

2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.06.05 - WRITE ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.06.05 - WRITE ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL*

Name of Candidate :
Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Write routine business instructional texts						

APEC TOURISM WORKING GROUP

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EMPOWER Associates, Consultant

	1) Identify the purpose and audience of writing text.						
	2) Define the goal of writing the text.						
	3) Identify the materials required for task if required.						
	4) Write a sequence of sentences that follow a logical order related to the carrying out of a specific task.						
	5) Indicate sequence of steps using numerical number.						
	6) Use a broad range of vocabulary including technical vocabulary to suit the writing purpose.						
	7) Spell and punctuate correctly						
	8) Use appropriate grammatical constructions.						
Element 2 – Write routine business correspondence							
	1) Identify the purpose and audience of writing text.						
	2) Use appropriate referencing.						
	3) Use formal opening.						
	4) Indicate purpose of writing.						
	5) Explain the issue.						
	6) Clarify action required.						
	7) Use formal close in the letters.						
	8) Sequence and structure information and ideas logically to suit purpose.						
	9) Use appropriate sentence constructions both simple and complex to convey meaning.						
	10) Use appropriate paragraphing where appropriate.						
	11) Use appropriate links between sequences of sentences and paragraphs to convey relationship between events.						
	12) Use a variety of writing formats including faxes and memos.						
	13) Use appropriate levels of formality in business correspondence.						
	14) Spell and punctuate correctly.						
	15) Use appropriate grammatical constructions.						
Element 3 – Write short business reports							
	1) Identify the purpose and audience of writing text.						
	2) Sequence and structure information and ideas logically to suit purpose.						
	3) Use appropriate sentence constructions both simple and complex to convey meaning.						
	4) Use appropriate paragraphing where appropriate.						
	5) Use appropriate links between sequences of sentences and paragraphs to convey relationship between events.						
	6) Convey objectives information about features or events.						
	7) Write a report of about 400 words.						
	8) Use standard punctuation and spelling.						
	9) Use appropriate grammatical constructions.						
Element 4 – Complete forms							
	1) Identify the information required.						
	2) Respond correctly to written instructions.						
	3) Provide information in appropriate place and form.						
	4) Record telephone messages accurately ensuring that the following are included: a. Caller's name; b. Caller's company; c. Date and time of calling; d. A brief message.						
	5) Use appropriate key vocabulary.						
	6) Use legible handwriting.						
	7) Use standard punctuation and spelling.						
	8) Use appropriate grammatical constructions.						

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.04.06.05 - WRITE ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.04.07.05
SPEAK AND UNDERSTAND ENGLISH AT ADVANCE OPERATIONAL LEVEL
 TOEIC 801 – 990 or Australian Second Language Proficiency Ratings, Level 3

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Develop a program for a complex business presentation</p> <p>1) Research the oral presentation topic using a range of research methods including internet, reference books & publications, industry personnel. 2) Provide a plan outlining the organization of the presentation which includes: a. time allocated for each part of the presentation; b. a statement of the objectives; c. a description of the intended audience including a breakdown of the audience requirements, details of age, gender, educational background of audience, etc; d. the channels of communication and the presentation method and style most suitable for them. 3) Provide outline of the delivery of the program which includes: a. introduction; b. outline of main ideas; c. summary; d. conclusion; e. preparation of possible questions. 4) Deliver presentation in an appropriate manner to suit the audience. 5) Use presentation techniques to enhance absorption and attention of the audience, including: a. humor, body language, anecdotes; b. answer questions properly; c. offer to provide follow up information to any questions where the answer is unknown; d. use strategies to encourage audience participation such as elicitation of information, questioning, listing of items; e. encourage feedback; f. provide self evaluation of the presentation against the stated goals; g. use appropriate pronunciation, stress and intonation to convey a range of moods and meanings; h. use simple and complex grammatical constructions with a high degree of accuracy and effectiveness; i. use appropriate level of formality.</p>	<p>UNIT VARIABLES</p> <p>TOEIC 801 – 990 or Australian Second Language Proficiency Ratings, Level 3</p> <p>Oral communication includes sales presentation, training delivery, presentations at conferences, negotiate corporate accounts / service contracts / agency agreement / franchise agreement / venue contracts, negotiate rates, marketing agreements</p>

<p>Element 2 – Deal with customer complaints</p> <p>1) Provide information to the complaint. 2) Explain circumstances, cause and consequences of the issue. 3) Participate in complex negotiation to reconcile different points of view. 4) Propose solutions. 5) Use conflict resolution strategies to deal with possible conflict situation. 6) Use feedback, clarification techniques etc. 7). Use appropriate range of vocabulary. 8) Adjust pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 9) Use a broad range of grammatical constructions with a high degree of accuracy and effectiveness. 10) Use appropriate level of formality depending on the relationship with the speakers.</p> <p>Element 3 – Use and respond to spoken English in business negotiations</p> <p>1) Describe or define the issue or problem to be discussed. 2) Explain and analyze the reasons for the issue or problem. 3) Generate possible solutions to the problem and try to come to an agreement. 4) Negotiate complex problematic spoken exchanges by bringing different types of view together. 5) Use spoken language to explore ideas in an extended discussion. 6) Use appropriate specialized vocabulary. 7) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 8) Use a broad range of grammatical constructions with a high degree of accuracy and effectiveness. 9) Use appropriate level of formality or informality depending on the relationship with the speakers.</p> <p>Element 4 – Provide information and detailed explanations to customers</p> <p>1) Respond to customer inquiries comprehensively. 2) Provide a comprehensive range of information in a logical and clear manner. 3) Clarify that information has been understood. 4) Negotiate complex explanations of problems and issues. 5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 6) Use a broad range of grammatical constructions with a high degree of accuracy and effectiveness. 7) Use appropriate level of formality or informality depending on the relationship with the speakers.</p> <p>Element 5 – Promote products and services to customers</p> <p>1) Determine customer requirements by asking questions and eliciting information. 2) Use confirmation and clarification techniques to ensure correct interpretation of customer requirements. 3) Provide detailed information to the customer on available services and products. 4) Use persuasive language and techniques to encourage the customers to acquire the products or service. 5) Use a variety of language to achieve outcome. 6) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility. 7) Use a broad range of grammatical constructions with a high degree of accuracy and effectiveness. 8) Use appropriate level of formality or informality depending on the relationship with the speakers.</p> <p>Element 6 – Understand oral English in complex situations</p> <p>1) Demonstrate understanding of purpose of a complex oral text such as extended presentation, complex negotiations, meetings, complex seminars. 2) Identify key points and supporting information in a complex oral text. 3) Deduce meaning of unfamiliar items. 4) Infer information not explicitly stated. 5) Recognize indicators for introducing a topic or changing a topic. 6) Evaluate the contents and effectiveness of a complex oral text. 7) Make notes from information presented orally, covering key points and supporting information.</p>	<p>and business development. All above may be done face-to-face or on the phone.</p> <p>ASSESSMENT GUIDE*</p> <p>1) Ability to use and respond to spoken English in sustained complex transactions. 2) Ability to extract main ideas and specific details from oral texts.</p>
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.07.05 - SPEAK AND UNDERSTAND ENGLISH AT ADVANCED OPERATIONAL LEVEL*

05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.07.05 - SPEAK AND UNDERSTAND ENGLISH AT ADVANCED OPERATIONAL LEVEL *

Name of Candidate :

Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Develop a program for a complex business presentation						
	1) Research the oral presentation topic using a range of research methods including internet, reference books & publications, industry personnel.					
	2) Provide a plan outlining the organization of the presentation which includes: a. time allocated for each part of the presentation; b. a statement of the objectives; c. a description of the intended audience including a breakdown of the audience requirements, details of age, gender, educational background of audience, etc; d. the channels of communication and the presentation method and style most suitable for them.					
	3) Provide outline of the delivery of the program which includes: a. introduction; b. outline of main ideas; c. summary; d. conclusion; e. preparation of possible questions.					
	4) Deliver presentation in an appropriate manner to suit the audience.					
	5) Use presentation techniques to enhance absorption and attention of the audience, including: a. humor, body language, anecdotes; b. answer questions properly; c. offer to provide follow up information to any questions where the answer is unknown; d. use strategies to encourage audience participation such as elicitation of information, questioning, listing of items; e. encourage feedback; f. provide self evaluation of the presentation against the stated goals; g. use appropriate pronunciation, stress and intonation to convey a range of moods and meanings; h. use simple and complex grammatical constructions with a high degree of accuracy and effectiveness; i. use appropriate level of formality.					
Element 2 – Deal with customer complaints						

APEC TOURISM WORKING GROUP

APEC TWG Project No. 01/2005 APEC Tourism Occupational Skill Standards Development – Stage IV

EMPOWER Associates, Consultant

	1) Provide information to the complaint.						
	2) Explain circumstances, cause and consequences of the issue.						
	3) Participate in complex negotiation to reconcile different points of view.						
	4) Propose solutions.						
	5) Use conflict resolution strategies to deal with possible conflict situation.						
	6) Use feedback, clarification techniques etc.						
	7). Use appropriate range of vocabulary.						
	8) Adjust pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	9) Use a broad range of grammatical constructions with a high degree of accuracy and effectiveness.						
	10) Use appropriate level of formality depending on the relationship with the speakers.						
Element 3 – Use and respond to spoken English in business negotiations							
	1) Describe or define the issue or problem to be discussed.						
	2) Explain and analyze the reasons for the issue or problem.						
	3) Generate possible solutions to the problem and try to come to an agreement.						
	4) Negotiate complex problematic spoken exchanges by bringing different types of view together.						
	5) Use spoken language to explore ideas in an extended discussion.						
	6) Use appropriate specialized vocabulary.						
	7) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	8) Use a broad range of grammatical constructions with a high degree of accuracy and effectiveness.						
	9) Use appropriate level of formality or informality depending on the relationship with the speakers.						
Element 4 – Provide information and detailed explanations to customers							
	1) Respond to customer inquiries comprehensively.						
	2) Provide a comprehensive range of information in a logical and clear manner.						
	3) Clarify that information has been understood.						
	4) Negotiate complex explanations of problems and issues.						
	5) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	6) Use a broad range of grammatical constructions with a high degree of accuracy and effectiveness.						
	7) Use appropriate level of formality or informality depending on the relationship with the speakers.						
Element 5 – Promote products and services to customers							
	1) Determine customer requirements by asking questions and eliciting information.						
	2) Use confirmation and clarification techniques to ensure correct interpretation of customer requirements.						
	3) Provide detailed information to the customer on available services and products.						
	4) Use persuasive language and techniques to encourage the customers to acquire the products or service.						
	5) Use a variety of language to achieve outcome.						
	6) Use pronunciation, stress and intonation to convey a number of emotions and to ensure intelligibility.						
	7) Use a broad range of grammatical constructions with a high degree of accuracy and effectiveness.						
	8) Use appropriate level of formality or informality depending on the relationship with the speakers.						
Element 6 – Understand oral English in complex situations							
	1) Demonstrate understanding of purpose of a complex oral text such as extended presentation, complex negotiations, meetings, complex seminars.						
	2) Identify key points and supporting information in a complex oral text.						

	3) Deduce meaning of unfamiliar items.					
	4) Infer information not explicitly stated.					
	5) Recognize indicators for introducing a topic or changing a topic.					
	6) Evaluate the contents and effectiveness of a complex oral text.					
	7) Make notes from information presented orally, covering key points and supporting information.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.04.07.05 - SPEAK AND UNDERSTAND ENGLISH AT ADVANCED OPERATIONAL LEVEL*

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.04.08.05 - READ ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL
 TOEIC 801 –990 or Australian Second Language Proficiency Ratings, Level 3

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
Element 1 – Read complex informational business text 1) Identify the purpose of text. 2) Demonstrate understanding of the layout of the text. 3) Extract the main idea from the text. 4) Extract specific details from the text. 5) Extract	UNIT VARIABLES TOEIC 801 –990 or Australian Second Language Proficiency Ratings, Level

information relevant to a research task. 6) Read with speed and accuracy. 7) Infer meaning from text. 8) Distinguish between information and the author's opinion. Element 2 – Read complex instructional business text 1) Identify the purpose of text. 2) Demonstrate understanding of the layout of the text. 3) Differentiate between instruction and interpretation. 4) Identify misleading information in the text. 5) Extract the main idea from the text. 6) Extract specific details from the text. 7) Read with speed and accuracy. 8) Infer meaning from text.	3 Reading ability includes contracts, bids & proposals, insurance regulations, market reports, innovations, complex meeting minutes, legal documents etc. ASSESSMENT GUIDE* : Ability to read and interpret a broad range of complex business texts.
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Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.08.05 - READ ENGLISH AT ADVANCED OPERATIONAL LEVEL*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.08.05 - READ ENGLISH AT ADVANCED OPERATIONAL LEVEL*

Name of Candidate :
 Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Read complex informational business text						
	1) Identify the purpose of text. 2) Demonstrate understanding of the layout of the text.					
	3) Extract the main idea from the text.					
	4) Extract specific details from the text.					
	5) Extract information relevant to a research task.					
	6) Read with speed and accuracy.					
	7) Infer meaning from text.					
	8) Distinguish between information and the author's opinion.					
Element 2 – Read complex instructional business text						
	1) Identify the purpose of text.					
	2) Demonstrate understanding of the layout of the text.					
	3) Differentiate between instruction and interpretation.					
	4) Identify misleading information in the text.					
	5) Extract the main idea from the text.					
	6) Extract specific details from the text.					
	7) Read with speed and accuracy.					
	8) Infer meaning from text.					

Assessment Document 3

APEC TOURISM WORKING GROUP **APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.04.08.05 - READ ENGLISH AT ADVANCED OPERATIONAL LEVEL*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.04.09.05 - WRITE ENGLISH AT SUPERVISORY AND SENIOR OPERATIONAL LEVEL
 TOEIC 801 – 990 or Australian Second Language Proficiency Ratings, Level 3

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Write complex business reports</p> <p>1) Identify the audience and purpose of the report. 2) Use neutral tone in the report. 3) Sequence and structure information logically to suit purpose. 4) Analyze the issue effectively. 5) Use headings and sub headings. 6) Use numbering system, referencing and bibliography where appropriate. 7) Use appropriate paragraph format. 8) Link paragraphs in an extended piece of writing. 9) Present a range of concepts and facts within a specialist field of knowledge, including abstract or technical concepts. 10) Evaluate the findings in the report. 11) Produce recommendations for future action. 12) Spell and punctuate correctly. 13) Use a broad range of grammatical constructions to convey meaning.</p> <p>Element 2 – Write complex business correspondence</p> <p>1) Identify the audience and purpose of the writing text. 2) Use appropriate business referencing. 3) Use formal opening. 4) Indicate purpose of writing. 5) Explain the issue. 6) Clarify action required. 7) Use formal closing in the letter. 8) Sequence and structure information and ideas logically to suit purpose. 9) Format the letter correctly. 10) Use appropriate sentence constructions, both simple and complex, to convey meaning. 11) Use appropriate paragraphing. 12) Use appropriate links between sequences of sentences and paragraphs to convey relationships between events. 13) Use a variety of writing formats including faxes and memos. 14) Use appropriate levels of formality in business correspondence. 15) Spell and punctuate correctly. 16) Use a broad range of grammatical constructions to convey meaning.</p> <p>Element 3 – Write effective meeting minutes</p> <p>1) Identify the audience and purpose of the writing text. 2) Use appropriate format for the minutes. 3) Include date and location of meeting and a list of the meeting participants. 4) Acknowledge meeting participant contributions. 5) Identify and record the main recommendations from the meeting. 6) Spell and punctuate correctly. 7) Use a broad range of grammatical constructions to convey meaning.</p> <p>Element 4 – Write complex business writing texts</p> <p>1) Use appropriate language and tone to the audience. 2) Sequence and structure information and ideas logically to suit purpose. 3) Format the information appropriately including headings and sub-headings. 4) Present a range of concepts and facts within a specialist field of knowledge, including abstract concepts. 5) Present information accurately, clearly and concisely. 6) Spell and punctuate correctly. 7) Use a broad range of grammatical constructions to convey meaning.</p>	<p>UNIT VARIABLES</p> <p>TOEIC 801 – 990 or Australian Second Language Proficiency Ratings, Level 3</p> <p>Writing ability includes bids and proposals, brochures and company profile, contracts, promotional and marketing publications.</p> <p>ASSESSMENT GUIDE*</p> <p>Ability to write clearly and well constructed materials that satisfy business writing.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.04.09.05 - WRITE ENGLISH AT ADVANCED OPERATIONAL LEVEL*
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.04.09.05 - WRITE ENGLISH AT ADVANCED OPERATIONAL LEVEL*

Name of Candidate :

Name of Assessor/s :

*** Key to Final Assessment: C/NC= Competent or Not Yet Competent

* Key to Methods: 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test

** Key to Assessing PCs: VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality**				***C/ NYC
		V D	S F	C U	A U	
Element 1 – Write complex business reports						
	1) Identify the audience and purpose of the report.					
	2) Use neutral tone in the report.					
	3) Sequence and structure information logically to suit purpose.					
	4) Analyze the issue effectively.					
	5) Use headings and sub headings.					
	6) Use numbering system, referencing and bibliography where appropriate.					

	7) Use appropriate paragraph format.						
	8) Link paragraphs in an extended piece of writing.						
	9) Present a range of concepts and facts within a specialist field of knowledge, including abstract or technical concepts.						
	10) Evaluate the findings in the report.						
	11) Produce recommendations for future action.						
	12) Spell and punctuate correctly.						
	13) Use a broad range of grammatical constructions to convey meaning.						
Element 2 – Write complex business correspondence							
	1) Identify the audience and purpose of the writing text.						
	2) Use appropriate business referencing.						
	3) Use formal opening.						
	4) Indicate purpose of writing.						
	5) Explain the issue.						
	6) Clarify action required.						
	7) Use formal closing in the letter.						
	8) Sequence and structure information and ideas logically to suit purpose.						
	9) Format the letter correctly.						
	10) Use appropriate sentence constructions, both simple and complex, to convey meaning.						
	11) Use appropriate paragraphing.						
	12) Use appropriate links between sequences of sentences and paragraphs to convey relationships between events.						
	13) Use a variety of writing formats including faxes and memos.						
	14) Use appropriate levels of formality in business correspondence.						
	15) Spell and punctuate correctly.						
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Element 3 – Write effective meeting minutes							
	1) Identify the audience and purpose of the writing text.						
	2) Use appropriate format for the minutes.						
	3) Include date and location of meeting and a list of the meeting participants.						
	4) Acknowledge meeting participant contributions.						
	5) Identify and record the main recommendations from the meeting.						
	6) Spell and punctuate correctly.						
	7) Use a broad range of grammatical constructions to convey meaning.						
Element 4 – Write complex business writing texts							
	1) Use appropriate language and tone to the audience.						
	2) Sequence and structure information and ideas logically to suit purpose.						
	3) Format the information appropriately including headings and sub-headings.						
	4) Present a range of concepts and facts within a specialist field of knowledge, including abstract concepts.						
	5) Present information accurately, clearly and concisely.						
	6) Spell and punctuate correctly.						
	7) Use a broad range of grammatical constructions to convey meaning.						

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.04.09.05 - WRITE ENGLISH AT ADVANCED OPERATIONAL LEVEL*

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT MATERIALS
APEC SKILL STANDARD UNITS
2005

CHAPTER 1.05 - ENVIRONMENT & COMMUNITY INTEGRATION (10 Units)
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SUMMARY OF UNITS

Unit code	Unit Name	ELMTS	Total PC
1.05.01.05	Implement sustainable horticultural practices*	5	4+3+3+6+2 = 18
1.05.02.05	Collect refuse and recyclables*	2	4+2 = 6
1.05.03.05	Plan, develop and monitor ecologically sustainable operations* (idem 4.07.06.05)	3	7+6+2 = 15
1.05.04.05	Plan and implement minimal impact operations* (idem 4.04.07.05 / 4.07.XX.05)	3	3+3+3 = 9
1.05.05.05	Research and share general information on local ethnic cultures*	2	6+5 = 11
1.05.06.05	Interpret aspects of local ethnic cultures* (idem 4.04.xx.05)	2	2+8 = 10
1.05.07.05	Plan and develop culturally appropriate tourism operations* (idem 4.07.10.05)	3	7+10+3 = 20
1.05.08.05	Develop host community awareness tourism* (idem 4.07.07.05)	2	3+4 = 7
1.05.09.05	Assess tourism opportunities for local communities* (idem 4.07.08.05)	5	4+4+3+3+3 = 17
1.05.10.05	Develop interpretive content for ecotourism activities* (idem 4.07.11.05)	2	2+5 = 7
TOTAL	10 UNITS	29	120

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.01.05 - IMPLEMENT SUSTAINABLE HORTICULTURAL PRACTICES *

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLE & ASSESSMENT GUIDELINE
<p>Element 1 – Prepare and Implement strategies 1) Financial resources are identified and allocated for environmental management within the enterprise. 2) Environmental management strategies are developed using available resources and according to management policies and legislative requirements. 3) Strategies are assessed for their effectiveness in reducing waste disposal from the enterprise according to management policies and sound environmental management practices. 4) Changes to environmental management strategies are implemented to take advantage of newly available technologies and to ensure on-going waste reduction and energy and water efficiency.</p> <p>Element 2 – Minimize waste 1) Materials and consumables obtained by the enterprise from recycled or re-usable materials, where appropriate. 2) Materials and consumables are obtained in amount that results in packaging and waste reduction. 3) Composting, shredding, re-using and recycling are used as and when appropriate, according to enterprise guidelines.</p> <p>Element 3 – Conserve energy resources 1) Machinery is operated and used efficiently, reducing fuel usage and emissions or discharges. 2) Energy used for heating, lighting and operation of remote appliances, is efficient and uses alternative sources where appropriate to the use and to management practices. 3) Design of buildings and structures takes into consideration the use of passive energy for lighting, heating, and shelter, where possible, and is in line with management policies.</p> <p>Element 4 – Manage water use 1) Water is sourced from locations other than mains water, where possible and where appropriate for its use according to management policies and legislative guidelines. 2) Run-off water is managed to optimize its use and minimize pollutants entering river and drainage systems, where appropriate and sound environmental management practice. 3) Retarding basins are planned for where possible and used appropriately according to management policies. 4) Watering strategies are developed to minimize evaporation, run-off and inaccurate delivery of water according to management policies and sound environmental management practices. 5) Contamination of water run-off with chemicals is minimized through sound watering strategies.</p> <p>Element 5 – Undertake an environmental audit 1) Environmental audit takes into consideration relevant factors topography, water use, current policies and practices, waste emissions and materials, energy use, noise control, characteristics of area and legal obligation. 2) A report is prepared according to industry practice and management requirements.</p>	<p>UNIT VARIABLES Energy sources may include: wind generators, solar generators, solar tubing, water generators, air-flow. Appropriate bodies for consultation may include: statutory bodies, council, consultants, government. Characteristics of area may include: climate, heritage, geology, ambience, vegetation. Elements for inclusion in buildings and structures may include: self-composting toilets, windbreaks, location and construction of windows, building materials, orientation of building structure, use of color, cavity sizes. Waste types may include: paper, plastics, metals, green waste, chemicals, glass, construction waste, human wastes. Water waste management systems may include: self composting toilets, septic tanks, sewerage lagoons. Legal obligations may include: government regulations, by-laws, body corporate agreements, title restrictions. Emissions and discharges may include: noise, light, odor, gas, smoke, vapor, liquids and solids, particulates, fumes. Run-off may be from: watering, irrigation systems, rain, storm water, inefficient or defective drains, cooling systems.</p> <p>ASSESSMENT GUIDE*: 1) Knowledge of energy flows & food webs, nutrient cycling, noise control principles of sustainable agricultural systems, principles of composting and waste management, environmental control standards, government or other adopted environmental requirements, soil testing processes, procedures & results interpretation, pesticide and herbicide resistance. 2) Ability to prepare & implement strategies, minimizing waste, conserving energy resources, manage water use, undertake an environmental audit. 3) Knowledge of available technology, relative qualities of different energy sources, effects of pollutant in water systems, legal obligations.</p>

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.01.05 - IMPLEMENT SUSTAINABLE HORTICULTURAL PRACTICES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.01.05 - IMPLEMENT SUSTAINABLE HORTICULTURAL PRACTICES

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Prepare and implement strategies					
	1) Financial resources are identified and allocated for environmental management within the enterprise.					
	2) Environmental management strategies are developed using available resources and according to management policies and legislative requirements.					
	3) Strategies are assessed for their effectiveness in reducing waste disposal from the					

	enterprise according to management policies and sound environmental management practices.					
	4) Changes to environmental management strategies are implemented to take advantage of newly available technologies and to ensure on-going waste reduction and energy and water efficiency.					
	Element 2 – Minimize waste					
	1) Materials and consumables obtained by the enterprise from recycled or re-usable materials, where appropriate.					
	2) Materials and consumables are obtained in amount that results in packaging and waste reduction.					
	3) Composting, shredding, re-using and recycling are used as and when appropriate, according to enterprise guidelines.					
	Element 3 – Conserve energy resources					
	1) Machinery is operated and used efficiently, reducing fuel usage and emissions or discharges.					
	2) Energy used for heating, lighting and operation of remote appliances, is efficient and uses alternative sources where appropriate to the use and to management practices.					
	3) Design of buildings and structures takes into consideration the use of passive energy for lighting, heating, and shelter, where possible, and is in line with management policies.					
	Element 4 – Manage water use					
	1) Water is sourced from locations other than mains water, where possible and where appropriate for its use according to management policies and legislative guidelines.					
	2) Run-off water is managed to optimize its use and minimize pollutants entering river and drainage systems, where appropriate and sound environmental management practice.					
	3) Retarding basins are planned for where possible and used appropriately according to management policies.					
	4) Watering strategies are developed to minimize evaporation, run-off and inaccurate delivery of water according to management policies and sound environmental management practices.					
	5) Contamination of water run-off with chemicals is minimized through sound watering strategies.					
	Element 5 – Undertake an environmental audit					
	1) Environmental audit takes into consideration relevant factors topography, water use, current policies and practices, waste emissions and materials, energy use, noise control, characteristics of area and legal obligation.					
	2) A report is prepared according to industry practice and management requirements.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.05.01.05 - IMPLEMENT SUSTAINABLE HORTICULTURAL PRACTICES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.02.05 - COLLECT REFUSE AND RECYCLABLES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLE & ASSESSMENT GUIDELINE
<p>Element 1 – Collect, dispose of waste or recyclable materials</p> <p>1) Waste is collected from property, litter bins and designated areas in accordance with OHSS regulations and organization procedures. 2) Equipment is operated in accordance with manufacturer specifications, statutory requirements and in accordance with organization procedures. 3) Problems in the collection of waste or recyclable materials are reported to the appropriate person. 4) Disposal of waste is carried out in accordance with statutory/OHSS regulations and organization procedures.</p> <p>Element 2 – Identify, select and sort recyclable materials</p> <p>1) Recyclable materials are correctly identified and sorted in accordance with manufacturer’s specification and statutory requirements.</p>	<p>UNIT VARIABLES</p> <p>Collection varies according to: bin type, location, climate, weather, waste type, type of equipment, special instructions, waste traffic volume, organization policy and procedures.</p> <p>Equipment may include: broom, compactor, trolley, vehicle, bins, processing equipment.</p> <p>ASSESSMENT GUIDE*: 1) Demonstrate competence and knowledge in organization policies & procedures, standards of hygiene & cleanliness, hazardous materials, OHSS, teamwork, cleaning processes, hand tools, manual handling techniques, ascertaining weight and overflow of bins, recycling options / opportunities. 2) Ability to follow correct procedures, consider clients/guests while performing related tasks, site cleared of litter and made tidy, maximizing recycle options / opportunities.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of	

	Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.02.05 - COLLECT REFUSE AND RECYCLABLES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.02.05 - COLLECT REFUSE AND RECYCLABLES

Name of Candidate :

Name of Assessor/s :

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VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Collect, dispose of waste or recyclable materials					
	1) Waste is collected from property, litter bins and designated areas in accordance with OHSS regulations and organization procedures.					
	2) Equipment is operated in accordance with manufacturer specifications, statutory requirements and in accordance with organization procedures.					
	3) Problems in the collection of waste or recyclable materials are reported to the appropriate person.					
	4) Disposal of waste is carried out in accordance with statutory/OHSS regulations and organization procedures.					
	Element 2 – Identify, select and sort recyclable materials					
	1) Recyclable materials are correctly identified and sorted in accordance with manufacturer's specification and statutory requirements.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.05.02.05 - COLLECT REFUSE AND RECYCLABLES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.03.05 / APEC SS 4.07.06.05
PLAN, DEVELOP AND MONITOR ECOLOGICALLY SUSTAINABLE OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLE & ASSESSMENT GUIDELINE
<p>Element 1 – Plan for ecologically sustainable operation</p> <p>1) Relationship between the industry and the environment are considered as part of the planning process. 2) Strategies to balance ecologically sustainability and economic viability are developed as part of the planning process. 3) The need for a return (economic or social) to the local community is considered. 4) Site evaluations are conducted prior to the decision to commence the operation. 5) Methods of managing tourism impacts and protecting vulnerable sites are investigated and incorporated into the planning process. 6) All stakeholders are consulted and their views incorporated into the planning process. 7) Development of decisions take account of all information made available by the planning process.</p>	<p>UNIT VARIABLES</p> <p>Methods of managing tourism impacts may include: limits of acceptable change, zoning of the operation & activity, exclusion of activities & events, community consultation & involvement, government development plans, scheduling of activities & events, consideration of optimal weather/season conditions, selection of most appropriate transport modes, education of all stakeholders, and size of operation.</p>

<p>Element 2 – Develop and implement ecologically sustainable operations</p> <p>1) Environmental standards are established for the operation. 2) Codes of practice are developed for customers and colleagues. 3) Environmental best practice is regularly incorporated into operations. 4) Operations are conducted according to ecologically sustainable practices. 5) Operations are conducted in accordance with ecotourism codes of practice. 6) Environmental awareness is promoted within the tourism industry and to customers.</p> <p>Element 3 – Monitor environmental impacts of operations</p> <p>1) Environmental impacts are monitored, assessed and followed up with appropriate action. 2) Courses of action are developed and implemented to limit negative impacts and damage.</p>	<p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in general knowledge of global environment issues, local environmental and cultural issues, ecological codes of practice, impacts of activities, minimal impact techniques, environmental management strategies, tourism trends and developments, relevant national, regional, provincial and local regulations. 2) Ability to integrate ecologically sustainable practices into overall product development process.</p>
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.03.05 / APEC SS 4.07.06.05 PLAN, DEVELOP AND MONITOR ECOLOGICALLY SUSTAINABLE OPERATIONS
05	Results of Assessment	
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Assessment Document 2
APEC TOURISM WORKING GROUP

APEC SKILL STANDARD 2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.03.05 / APEC SS 4.07.06.05 - PLAN, DEVELOP AND MONITOR ECOLOGICALLY SUSTAINABLE OPERATIONS

Name of Candidate :

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C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
6=Presentation; 7= Project/Case Study; 8= Written Test

VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Plan for ecologically sustainable operation					
	1) Relationship between the industry and the environment are considered as part of the planning process.					
	2) Strategies to balance ecologically sustainability and economic viability are developed as part of the planning process.					
	3) The need for a return (economic or social) to the local community is considered.					
	4) Site evaluations are conducted prior to the decision to commence the operation.					
	5) Methods of managing tourism impacts and protecting vulnerable sites are investigated and incorporated into the planning process.					
	6) All stakeholders are consulted and their views incorporated into the planning process.					
	7) Development of decisions take account of all information made available by the planning process.					
	Element 2 – Develop and implement ecologically sustainable operations					
	1) Environmental standards are established for the operation.					
	2) Codes of practice are developed for customers and colleagues.					
	3) Environmental best practice is regularly incorporated into operations.					
	4) Operations are conducted according to ecologically sustainable practices.					
	5) Operations are conducted in accordance with ecotourism codes of practice.					
	6) Environmental awareness is promoted within the tourism industry and to customers.					
	Element 3 – Monitor environmental impacts of operations					
	1) Environmental impacts are monitored, assessed and followed up with appropriate action.					
	2) Courses of action are developed and implemented to limit negative impacts and damage.					

Assessment Document 3

APEC TOURISM WORKING GROUP APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.05.03.05 / APEC SS 4.07.06.05 - PLAN, DEVELOP AND MONITOR ECOLOGICALLY SUSTAINABLE OPERATIONS

Name of Candidate :

Name of Assessor/s : _____

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s : _____

Candidate Signature : _____

Date of Assessment : _____

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.04.05 / APEC SS 4.04.xx.05
PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan environmentally responsible activities 1) Experiences and activities are developed according to ecological codes of practice, including: a. combination of education and interpretation on the natural environment; b. environmental sustainability; c. return to the local environment and community; d. cultural sensitivity; e. meeting of realistic client expectation. 2) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the natural environment. 3) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the local community.</p> <p>Element 2 – Conduct activities with minimal impact 1) Minimal impact procedures are selected and used as appropriate to the area including: waste disposal, use of tracks, energy used, noise, souvenirs given, setting of camps, interactions with wild life, group size, activity specific guidelines, local customs and courtesies. 2) Customers are advised about acceptable behaviors in: environments & communities. 3) Individual behavior provides a role model for customers and colleagues in relation to minimal impact.</p> <p>Element 3 – Monitor impact and changes 1) Changes in the environment are accurately monitored and recorded. 2) Where appropriate environmental</p>	<p>UNIT VARIABLES Minimal impact techniques and procedures may include: education on appropriate behavioral patterns, site hardening, technological solutions, education, restricting or limiting access, staged authenticity. Environmental impact may include: 1) Positive: Opportunities for conservation / protection / rejuvenation, education of visitors & locals, improvement of sites already impacted. 2) Negative: disturbance of flora & fauna, physical damage, introduction of feral & exotic species, water / noise / air pollution, waste / energy / consumable demands and issues, visual impacts. Social impact may include: 1) Positive: economic benefits to local community, improved local facilities & amenities, employment, diversify the economy, visitor education on how the local community lives and works. 2) Negative: trivialization of culture, effect on social cultures, disruption to lifestyle, competition on use of infra structure, disturbance to indigenous people. Methods of information collection may include: logbooks, sighting forms, basic measurements on temperature / weather condition / estimations of % cover / water, photography. Changes in the natural environment may include: breeding events, erosion, species sighting, changes to flora & fauna.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in: basic general knowledge of global environment issues, local environmental and cultural issues, basic general knowledge of environmental ethics, relevant government and local regulations & by-laws, minimal impact techniques, environmental information collection techniques, ecological codes of practice, an understanding of the biophysical and social cultural elements in an environment. 2) Knowledge of environmental and socio cultural impacts and</p>

information is collected on behalf of environmental/social agencies and authorities. 3) Appropriate authorities are advised on environmental social change.	issues associated with organization activities. 3) Ability to apply knowledge to the planning and operation of organization activities.
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Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.04.05 / APEC SS 4.04.xx.05 PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.04.05 / APEC SS 4.04.xx.05 - PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS
 Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Plan environmentally responsible activities					
	1) Experiences and activities are developed according to ecological codes of practice, including: a. combination of education and interpretation on the natural environment; b. environmental sustainability; c. return to the local environment and community; d. cultural sensitivity; e. meeting of realistic client expectation.					
	2) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the natural environment.					
	3) Operation and procedures are developed to limit potential negative impacts and maximize positive impacts on the local community.					
	Element 2 – Conduct activities with minimal impact					
	1) Minimal impact procedures are selected and used as appropriate to the area including: waste disposal, use of tracks, energy used, noise, souvenirs given, setting of camps, interactions with wild life, group size, activity specific guidelines, local customs and courtesies .					
	2) Customers are advised about acceptable behaviors in: environments & communities.					
	3) Individual behavior provides a role model for customers and colleagues in relation to minimal impact.					
	Element 3 – Monitor impact and changes					
	1) Changes in the environment are accurately monitored and recorded.					
	2) Where appropriate environmental information is collected on behalf of environmental/social agencies and authorities.					
	3) Appropriate authorities are advised on environmental social change.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.05.04.05 / APEC SS 4.04.xx.05- PLAN AND IMPLEMENT MINIMAL IMPACT OPERATIONS

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.05.05 / APEC SS 4.04.xx.05 / APEC SS 4.05.xx.05
RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research and collect general information ethnic societies</p> <p>1) Sources of information about ethnic societies are correctly identified. 2) Where appropriate, written sources of information are accurately interpreted and the required information is extracted and confirmed with local communities prior to use. 3) Other information sources are accessed in a culturally appropriate way. 4) Appropriate community members are contacted and guidance is sought on how information should be used in industry context. 5) When seeking information, behavior shows respect for local culture & customs and correct protocol is followed. 6) Knowledge gained is shared with work colleagues to increase cultural awareness and understanding in the organization.</p> <p>Element 2 – Share information with customers</p> <p>1) All information shared with customers is accurate. 2) Information includes reference to the diversity of societies. 3) Information is shared in a manner which shows respect for local community values and customs. 4) Information is shared in a manner which enhances customer understanding of societies. 5) Customer questions are answered in a polite and friendly manner and in accordance with community wishes about what information can be shared with customers.</p>	<p>UNIT VARIABLES</p> <p>Research may include: talking & listening to specific ethnic people, organizing information from personal memory and experiences, watching audio media, listening to radio, reading books & media publications, internet browsing, museum research & visits, cultural seminars/event/meeting.</p> <p>Information may cover: historical information on ethnic cultures, traditional life and culture, contemporary indigenous life and culture, art & music, dances, special food / herbs / medicine, tools & implements, land ownership, cultural & religious sites, etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in: methods of researching and recording information available on ethnic societies, protocols for sharing information about ethnic cultures, copyright issues, communication skills, including cross cultural skills and awareness of communication from an ethnic perspective. 2) Ability to research & share information in a culturally appropriate way. 3) Look for ability of general information on local ethnic cultures in the region.</p> <p>Assessment process should involve appropriate people accepted by the local communities.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.05.05 / APEC SS 4.04.xx.05 / APEC SS 4.05.xx.05 RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.05.05 / APEC SS 4.04.xx.05 / APEC SS 4.05.xx.05
RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

*** 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio; 6=Presentation; 7= Project/Case Study; 8= Written Test**

VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Research and collect general information ethnic societies					
	1) Sources of information about ethnic societies are correctly identified.					
	2) Where appropriate, written sources of information are accurately interpreted and the required information is extracted and confirmed with local communities prior to use.					

	3) Other information sources are accessed in a culturally appropriate way.					
	4) Appropriate community members are contacted and guidance is sought on how information should be used in industry context.					
	5) When seeking information, behavior shows respect for local culture & customs and correct protocol is followed.					
	6) Knowledge gained is shared with work colleagues to increase cultural awareness and understanding in the organization.					
	Element 2 – Share information with customers					
	1) All information shared with customers is accurate.					
	2) Information includes reference to the diversity of societies.					
	3) Information is shared in a manner which shows respect for local community values and customs.					
	4) Information is shared in a manner which enhances customer understanding of societies.					
	5) Customer questions are answered in a polite and friendly manner and in accordance with community wishes about what information can be shared with customers.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.05.05.05 / APEC SS 4.04.xx.05 / APEC SS 4.05.xx.05

RESEARCH AND SHARE GENERAL INFORMATION ON LOCAL ETHNIC CULTURES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

ASSESSMENT FILE
APEC SS 1.05.06.05 / APEC SS 4.05.09.05
INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Consult with the local community</p> <p>1) Appropriate community members are consulted about cultural activities including: a. information which can be shared; b. who can give information to whom; c. who can receive the information; d. what activities are appropriate; e. who should be involved. 2) Tourism activities are planned and conducted in accordance with the needs and wishes of the local communities.</p> <p>Element 2 – Interpret aspects of local ethnic cultures for customers</p> <p>1) Cultural aspects are interpreted for customers to the level of depth which is appropriate for the guide and the practical customer. 2) Cultural interpretation takes account of any copyright and intellectual property requirements. 3) Customers are briefed on culturally appropriate behavior. 4) Customers are made aware of copyright and intellectual property issues which may affect their own future behavior. 5) Individual guide behavior during activities shows respect for local ethnic culture and value. 6) Where appropriate, traditionally and contemporary practices are shown to customers in a manner which enhances their understanding of such culture. 7) Where appropriate, local language is used correctly and shared with customers. 8) Where appropriate, customers are invited to actively participate and share in the cultural experience.</p>	<p>UNIT VARIABLES</p> <p>Ethnic cultures may include: art, dance, music, folklore, story telling, tools & implements, local foods & herbs, medicine.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in in-depth knowledge and understanding of local ethnic culture, protocols for sharing information about local ethnic cultures, copyright & intellectual property issues, communications skills on ethnic cultures. 2) Look for ability to provide cultural interpretation for customers in a culturally appropriate and respectful manner. 3) Assessment process must be conducted by person approved by elders of the ethnic community. 4) Assessment process should take account of the fact that knowledge and skills in this unit may be gained through general life experience.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.06.05 / APEC SS 4.05.09.05 INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES
05	Results of Assessment	
06	Comments & Feedback	

07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.06.05 / APEC SS 4.05.09.05 - INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES

Name of Candidate :

Name of Assessor/s :

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VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Consult with the local community					
	1) Appropriate community members are consulted about cultural activities including: a. information which can be shared; b. who can give information to whom; c. who can receive the information; d. what activities are appropriate; e. who should be involved.					
	2) Tourism activities are planned and conducted in accordance with the needs and wishes of the local communities.					
	Element 2 – Interpret aspects of local ethnic cultures for customers					
	1) Cultural aspects are interpreted for customers to the level of depth which is appropriate for the guide and the practical customer.					
	2) Cultural interpretation takes account of any copyright and intellectual property requirements.					
	3) Customers are briefed on culturally appropriate behavior.					
	4) Customers are made aware of copyright and intellectual property issues which may affect their own future behavior.					
	5) Individual guide behavior during activities shows respect for local ethnic culture and value.					
	6) Where appropriate, traditionally and contemporary practices are shown to customers in a manner which enhances their understanding of such culture.					
	7) Where appropriate, local language is used correctly and shared with customers.					
	8) Where appropriate, customers are invited to actively participate and share in the cultural experience.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.05.06.05 / APEC SS 4.05.09.05 - INTERPRET ASPECTS OF LOCAL ETHNIC CULTURES

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.07.05 (IDEM 4.04.xx.05 / 4.07.xx.05)
PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Plan for culturally appropriate operations 1) Cultural issues are identified at the commencement of the planning process. 2) Individuals and communities are consulted in relation to cultural issues which may affect the operation. 3) Where appropriate, economic and social impacts are considered in the planning process. 4) Strategies to balance economic viability and cultural appropriateness are developed as part of the planning process. 5) Economic returns to local communities are considered. 6) Ways of managing and minimizing negative impacts and maximizing positive impacts are investigated and developed as part of the planning process. 7) Product development decisions take account of all information made available by the planning process including the need for culturally appropriate operations.</p> <p>Element 2 – Develop & implement culturally appropriate operations 1) Codes of practice and procedures which show respect for cultural values are developed for customers and colleagues. 2) Operations are conducted in accordance with codes of practice. 3) Operational participation of individuals from the appropriate cultures is encouraged. 4) All activities are culturally appropriate. 5) Information shared with customers is culturally appropriate, accurate and avoids cultural stereotyping. 6)</p>	<p>UNIT VARIABLES Cultural issues may include: appropriate activities, use of cultural information, access restrictions, use of appropriate staff, traditional / contemporary values and customs, cultural differences in styles of negotiation and communications.</p> <p>Impacts on communities may include: 1) Positive: economic benefits to local community, improved local facilities, employment opportunities, cultural benefits, visitor education, greater understanding between host and visitor cultures. 2) Negative: trivialization of culture, effect on social structures and behavior.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and skills in</p>

<p>Copyright & intellectual property issues are considered. 7) Colleagues are educated about other cultures and societies. 8) Culturally appropriate behaviors are encouraged through training and education. 9) The need for culturally appropriate behavior is promoted throughout the organization and with customers. 10) Where appropriate, promotional and other materials are used to inform colleagues and customers about cultural issues.</p>	<p>cultural/social impacts of activities, Copyright & intellectual property issues, cross cultural awareness and knowledge of specific culture in question, relevant government regulations, organizing and planning. 2) Ability to integrate culturally appropriate practices into overall product development process. 3) Training or assessment process should involved persons from the relevant cultures.</p>
<p>Element 3 – Monitor operations</p>	
<p>1) The SOP is regularly monitored to ensure culturally appropriate practices are maintained. 2) Regular consultation is conducted with individuals and local communities as appropriate. 3) Issues are dealt with promptly and changes are considered to continually improve organization practices.</p>	

Assessment Document 1

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD (APEC SS)

2005

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.07.05 (IDEM 4.04.xx.05 / 4.07.xx.05) PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

APEC TOURISM WORKING GROUP

APEC SKILL STANDARD

2005

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.07.05 (IDEM 4.04.xx.05 / 4.07.xx.05)

PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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6=Presentation; 7= Project/Case Study; 8= Written Test

VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Plan for culturally appropriate operations					
	1) Cultural issues are identified at the commencement of the planning process.					
	2) Individuals and communities are consulted in relation to cultural issues which may affect the operation.					
	3) Where appropriate, economic and social impacts are considered in the planning process.					
	4) Strategies to balance economic viability and cultural appropriateness are developed as part of the planning process.					
	5) Economic returns to local communities are considered.					
	6) Ways of managing and minimizing negative impacts and maximizing positive impacts are investigated and developed as part of the planning process.					
	7) Product development decisions take account of all information made available by the planning process including the need for culturally appropriate operations.					
	Element 2 – Develop & implement culturally appropriate operations					
	1) Codes of practice and procedures which show respect for cultural values are developed for customers and colleagues.					
	2) Operations are conducted in accordance with codes of practice.					
	3) Operational participation of individuals from the appropriate cultures is encouraged.					
	4) All activities are culturally appropriate.					
	5) Information shared with customers is culturally appropriate, accurate and avoids cultural stereotyping.					
	6) Copyright & intellectual property issues are considered.					
	7) Colleagues are educated about other cultures and societies.					
	8) Culturally appropriate behaviors are encouraged through training and education.					
	9) The need for culturally appropriate behavior is promoted throughout the organization and with customers.					
	10) Where appropriate, promotional and other materials are used to inform colleagues and customers about cultural issues.					
	Element 3 – Monitor operations					
	1) The SOP is regularly monitored to ensure culturally appropriate practices are maintained.					
	2) Regular consultation is conducted with individuals and local communities as appropriate.					
	3) Issues are dealt with promptly and changes are considered to continually improve organization practices.					

Assessment Document 3

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD**

VALIDITY OF ASSESSMENT SHEET

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APEC SS 1.05.07.05 (IDEM 4.04.xx.05 / 4.07.xx.05)
PLAN AND DEVELOP CULTURALLY APPROPRIATE OPERATION

Name of Candidate :
 Name of Assessor/s :

ASSESSOR/S NOTES
 (General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK
 (Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :
 Candidate Signature :
 Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.08.05 / APEC SS 4.07.xx.05
DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES*

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Educate and inform the communities 1) Objectives for the education of the local community are set in accordance with the overall goals of the organization and the community. 2) Strategies and programs are devised and implemented to maximize the opportunity to inform all sections of the community about tourism / other industries. 3) Costs and benefits of tourism / other industries are clearly communicated on an on-going basis.</p> <p>Element 2 – Liaise with stakeholders 1) The main stakeholders in the host community are identified. 2) Views and opinions of stakeholders are sought on an on-going basis in relation to tourism activities. 3) Input from stakeholders is assessed and applied in the planning and organization of tourism / industry activities. 4) Potential conflicts relating to tourism / other industries are identified and solutions sought in consultation with relevant parties.</p>	<p>UNIT VARIABLES Stakeholders may include: general public, elected officials, senior bureaucrats, community groups, private sectors operators, industry associations, trade unions, media publications.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in community impacts of tourism / other industries both costs and benefits, typical structures for local, provincial & national tourism / other industries, typical issues/problems in relation to host communities and tourism / other industries, strategic and tactical community communications. 2) Look for understanding the role of tourism within host communities, the impacts of industry and the role of major stakeholders. 3) Ability to develop strategies to ensure effective communication about tourism / industry issues to the broad community.</p>

Assessment Document 1

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005**

1. APEC SS ASSESSMENT COVER SHEET
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NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.08.05 / APEC SS 4.07.xx.05 DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.08.05 / APEC SS 4.07.xx.05
DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES

Name of Candidate :
Name of Assessor/s :

C/NC= Competent or Not Yet Competent

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Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Educate and inform the communities					
	1) Objectives for the education of the local community are set in accordance with the overall goals of the organization and the community.					
	2) Strategies and programs are devised and implemented to maximize the opportunity to inform all sections of the community about tourism / other industries.					
	3) Costs and benefits of tourism / other industries are clearly communicated on an on-going basis.					
	Element 2 – Liaise with stakeholders					
	1) The main stakeholders in the host community are identified.					
	2) Views and opinions of stakeholders are sought on an on-going basis in relation to tourism activities.					
	3) Input from stakeholders is assessed and applied in the planning and organization of tourism / industry activities.					
	4) Potential conflicts relating to tourism / other industries are identified and solutions sought in consultation with relevant parties.					

Assessment Document 3

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.05.08.05 / APEC SS 4.07.xx.05

DEVELOP HOST COMMUNITY AWARENESS OF INDUSTRIES

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.09.05 / APEC SS 4.07.xx.05
ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITY

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Seek information about potential industry opportunities 1) The local community is consulted about the possibility of community involvement in tourism / other industries and agreement is sought to investigate the opportunities. 2) General information sources on the industry are accurately identified and accessed. 3) Information on specific relevance to the community is gathered and used to make decisions about tourism / other industries. 4) Information from other communities is obtained and used to make decisions about tourism / other industries.</p> <p>Element 2 – Analyze information in relation to local communities 1) Relevant tourism / other industries members are consulted on customer and industry expectations for tourism / other industries products and services. 2) Potential social and economic impacts on the community are identified and analyzed. 3) Current skill levels and the need for training or specialist expertise are identified and analyzed. 4) Potential conflicts between the industry and other community values are identified and analyzed.</p> <p>Element 3 – Liaise with external stakeholders 1) Contacts are established and maintained with relevant people outside the community. 2) Information and advice are exchanged with external holders. 3) Assistance is sought from external individuals and organizations when required.</p> <p>Element 4 – Consult with the community 1) The community is consulted about tourism / other industries potentials. 2) The community is provided with relevant, current and accurate information to facilitate informed debate and decisions. 3) Where appropriate, external individuals and organizations are invited to talk to the community.</p> <p>Element 5 – Makes decisions in relation to tourism opportunities 1) Decisions about tourism / other industries opportunities are made within the appropriate timeframe, taking into account all information which has been gathered and analyzed. 2) Decision reflects the wishes of the community. 3) When decisions are to pursue the opportunities, information collected in the assessment process is integrated into future planning.</p>	<p>UNIT VARIABLES Potential industry opportunities cover retails operations, work opportunities, related industries development, visits from external communities, training for local communities, etc. Sources of information may include: government bodies, industry associations, research bodies, reports, other local businesses, land agencies, other local communities, local people, etc. External stakeholders may include: the wider community, local businesses, government bodies and private sector associations, training agencies, etc.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in the relevant industry, industry network and information sources, impact of the relevant industry, research and analysis skills. 2) Look for knowledge of the range of potential issues and impacts in relation of the relevant industry development in a local community. 3) Ability to identify and analyze the full range of potential impacts of proposed relevant industry development on a particular local community.</p>

Assessment Document 1

APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
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01	Name of Candidate	XXX
02	Date & Time of Assessment	
03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.09.05 / APEC SS 4.07.xx.05 ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITY
05	Results of Assessment	
06	Comments & Feedback	
07	Name of Assessor	
08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.09.05 / APEC SS 4.07.xx.05

ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITY

Name of Candidate :

Name of Assessor/s :

C/NC= Competent or Not Yet Competent

* 1=Observation; 2= Oral Questioning; 3= Role Play; 4=Third Party Report; 5=Document / Port Folio;
6=Presentation; 7= Project/Case Study; 8= Written Test

VD= Valid; SF= Sufficient; CU= Current; AU= Authentic

Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Seek information about potential industry opportunities					
	1) The local community is consulted about the possibility of community involvement in tourism / other industries and agreement is sought to investigate the opportunities.					
	2) General information sources on the industry are accurately identified and accessed.					
	3) Information on specific relevance to the community is gathered and used to make decisions about tourism / other industries.					
	4) Information from other communities is obtained and used to make decisions about tourism					

	/ other industries.					
Element 2 – Analyze information in relation to local communities						
	1) Relevant tourism / other industries members are consulted on customer and industry expectations for tourism / other industries products and services.					
	2) Potential social and economic impacts on the community are identified and analyzed.					
	3) Current skill levels and the need for training or specialist expertise are identified and analyzed.					
	4) Potential conflicts between the industry and other community values are identified and analyzed.					
Element 3 – Liaise with external stakeholders						
	1) Contacts are established and maintained with relevant people outside the community.					
	2) Information and advice are exchanged with external holders.					
	3) Assistance is sought from external individuals and organizations when required.					
Element 4 – Consult with the community						
	1) The community is consulted about tourism / other industries potentials.					
	2) The community is provided with relevant, current and accurate information to facilitate informed debate and decisions.					
	3) Where appropriate, external individuals and organizations are invited to talk to the community.					
Element 5 – Makes decisions in relation to tourism opportunities						
	1) Decisions about tourism / other industries opportunities are made within the appropriate timeframe, taking into account all information which has been gathered and analyzed.					
	2) Decision reflects the wishes of the community.					
	3) When decisions are to pursue the opportunities, information collected in the assessment process is integrated into future planning.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

VALIDITY OF ASSESSMENT SHEET

This sheet is very important to be completed by both The Assessor/s and The Assessed for future issues that may arise. The assessment process will not be considered completed when this sheet has not been completed.

APEC SS 1.05.09.05 / APEC SS 4.07.xx.05

ASSESS TOURISM / OTHER INDUSTRIES OPPORTUNITIES FOR LOCAL COMMUNITY

Name of Candidate :

Name of Assessor/s :

ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

COMPETENT / NOT YET COMPETENT

Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :

EMPOWER Associates for APEC TWG, 2005

ASSESSMENT FILE
APEC SS 1.05.10.05 – DEVELOP INTERPRETIVE ECOTOURISM ACTIVITIES

ELEMENTS & PERFORMANCE CRITERIA	UNIT VARIABLES & ASSESSMENT GUIDE
<p>Element 1 – Research specialist information on ecology 1) Research techniques are used to access current, accurate and relevant information on specialist ecological topics. 2) Subjects of potential customer interest are made the focus of research identities.</p> <p>Element 2 – Prepare interpretive content for tourism opportunities 1) Educational and interpretive themes and messages are identified from research and incorporated into ecotourism activities. 2) Activities are developed to include focus on the relationship between key themes and other parts of the eco-system. 3) Content is prepared according to the principles of interpretation. 4) Activities incorporate biological knowledge and ecological principles. 5) Themes and activities are generated in accordance with ecotourism codes of practice.</p>	<p>UNIT VARIABLES Interpretation should draw out the links between the different components of the ecosystem: national geology and physical geography, national history and human geography, fauna and flora, preservation and conservation issues, fire and water ecology, impact of human history on environment.</p> <p>ASSESSMENT GUIDE*: 1) Ability to demonstrate competence and knowledge in research skills, in-depth knowledge of specialist topics, ecotourism codes of practice, interpretation principles (see NOTE on right column), knowledge of environmental best practice and principles, knowledge of global and national environment issues. 2) Look for in-depth knowledge of subject area. 3) Look for ability to research and apply specialist information on activity.</p>

NOTE: Interpretation principles from Tilden: 1) Interpretation does not somehow relate what is being displayed or described to something within the personality or experience of the visitor will be sterile. 2) Information is not interpretation. Interpretation is revelation based upon information, but they are entirely different things. However, interpretation includes information. 3) Interpretation is an art which combines many arts, whether the materials are presented are scientific, historical or architectural. 4) The main aim of interpretation is not instruction but provocation. 5) Interpretation should aim to present a whole rather than a part, and must address itself to the whole person rather than any phase. 6) Interpretation addressed to children should not be a dilution of the presentation to adults, but should follow a fundamentally different approach.

Assessment Document 1
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD (APEC SS)
2005

1. APEC SS ASSESSMENT COVER SHEET

NO	ITEMS	DESCRIPTION
01	Name of Candidate	xxx
02	Date & Time of Assessment	

03	Location of Assessment	
04	Unit Assessed	APEC SS 1.05.10.05 – DEVELOP INTERPRETIVE ECOTOURISM ACTIVITIES
05	Results of Assessment	
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08	Appeal/Review Process	

Assessment Document 2

**APEC TOURISM WORKING GROUP
APEC SKILL STANDARD
2005**

EVIDENCE MATRIX & SHEET (Used in Planning & Administering Assessment)

APEC SS 1.05.10.05 – DEVELOP INTERPRETIVE ECOTOURISM ACTIVITIES

Name of Candidate :

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Method*	PERFORMANCE CRITERIA	Assessment Quality				C/ NYC
		V D	S F	C U	A U	
	Element 1 – Research specialist information on ecology					
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	2) Subjects of potential customer interest are made the focus of research identities.					
	Element 2 – Prepare interpretive content for tourism opportunities					
	1) Educational and interpretive themes and messages are identified from research and incorporated into ecotourism activities.					
	2) Activities are developed to include focus on the relationship between key themes and other parts of the eco-system.					
	3) Content is prepared according to the principles of interpretation.					
	4) Activities incorporate biological knowledge and ecological principles.					
	5) Themes and activities are generated in accordance with ecotourism codes of practice.					

Assessment Document 3
APEC TOURISM WORKING GROUP
APEC SKILL STANDARD

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APEC SS 1.05.10.05 – DEVELOP INTERPRETIVE ECOTOURISM ACTIVITIES

Name of Candidate :

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ASSESSOR/S NOTES

(General notes of the Assessor on the process of assessment)

ASSESSED FEEDBACK

(Feedback given by the candidate gathered at the end of the assessment process, if any)

RESULT OF ASSESSMENT PROCESS (Underline or highlight where appropriate)

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Assessor/s Signature/s :

Candidate Signature :

Date of Assessment :



**Asia-Pacific
Economic Cooperation
Tourism working Group**

**APEC Project TWG 01/2005
Tourism Occupational Skill Standards
Development in the APEC Region – Stage IV**

**Book 2/1 :
APEC Skill Standards Assessment Materials – General Units
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