

TECHNOLOGY AND CREATIVE ARTS ACADEMY SEMESTER 1 2019

Course Title	Tourism and Event Management	Course Code	7510
Unit Title	Tourism and Event Management	Unit Code	79921
		Unit Value	1.0
Term 1 unit	Introduction to the Tourism Industry	Unit Value	0.5
Term 2 unit	Tourism and Event Management Skills	Unit Value	0.5

SPECIFIC UNIT GOALS

This unit should enable students to:

- identify and access information on the tourism industry
- research, develop knowledge and provide information and advice on Australian destinations
- demonstrate service knowledge of tourism products, including features and benefits of products to the customer
- identify the differences between tourism products and services and make recommendations
- demonstrate knowledge of visitor information in a culturally appropriate manner and provide effective visitor feedback

CONTENT SUMMARY

Source and use information on the tourism and travel industry

- Source and use industry information.
- Source and use compliance information.
- Source and use information on tourism and travel technology.
- Source and use information on tourism and travel technology.

Provide advice on Australian destinations

- Develop knowledge of Australian destinations
- Update knowledge of Australian destinations.
- Provide information and advice on specific Australian destinations.

Sell to the retail customer

- Establish customer needs.
- Provide advice on products and services.
- Facilitate the sale of products and services.

Advise on products and services

- Develop product and service knowledge
- Respond to customer requests
- Enhance information provided.

Provide visitor information

- Access and update visitor information
- Provide information to visitors
- Seek feedback on information provision.

COST OF MATERIALS

There may be costs towards transport or venue entry associated with this unit of study. It is expected that they will be minimal, and they will be explained on the appropriate excursion form as required.

ASSESSMENT

TASK	DUE DATE	WEIGHTING
Travel Expo simulation Presentation	Week 6	25%
Written Test	Week 9	25%
Industry Advice simulation (Open Night)	Week 14	25%
Written Portfolio	Week 17	25%

Specific Entry & Exit Requirements for Term Units

You may enter this unit at the beginning of term 2. To exit at the end of Term 1 you must complete both the Presentation and the test.

ASSESSMENT CRITERIA FOR ASSESSMENT AND REPORTING OF STUDENT ACHIEVEMENT

Students will be assessed on the degree to which they demonstrate:

- knowledge, understanding and application
- analysis, synthesis and evaluation
- technical skills
- management and work practices
- communication skills

ATTENDANCE AND PARTICIPATION

Students are expected to submit all assessment items and attend all classes, participate in a positive manner and seek support whenever it is required. Excursions, simulations and presentations by visitors (including lunchtime) may form part of classwork. It is your responsibility to catch up on missed work when absent from class.

Any student whose attendance falls below the 90% of the scheduled classes/contact time and has not provided substantial documentary evidence to cover the absence will be awarded a V grade. This means that 4 unexplained absences in a term or 8 unexplained absences in a semester could mean that a V grade may be awarded. However, the Principal has the right to exercise discretion in special circumstances if satisfactory documentation is supplied.

LATE SUBMISSION OF WORK

Students are encouraged to submit work on time, as it is a valuable organisational skill. Students are also encouraged to complete work even if it is late, as there are educational benefits in doing so.

Late work will receive a penalty of 5% (of possible marks) per calendar day late, unless an extension is granted by the class teacher prior to the deadline. This means that 5% is taken off the possible marks that could have been achieved eg. If a student achieved a score of 75/100, and the item is one day late, then five marks (5% of 100) would be taken from 75, which leaves the score as 70/100. 'Per calendar day late' means each day late whether it be a weekend or public holiday. Items due on any date must be submitted to the class teacher, faculty staff room, or front office at the college by 3.30pm on that day. After 3.30pm, the item will attract the late penalty. Submission of work on a weekend or public holiday is not acceptable. If you do not submit your work to your class teacher, make sure that it is signed and dated by either another member of staff in the faculty staffroom, or a member of the front office staff.

Achievement in Accredited Courses is reported to the Board of Senior Secondary Studies and students with a Grade A-E. Late work submitted without approval will have an impact on the grade awarded to a student.

No work will be accepted after marked work has been returned, or accepted after the unit has completed. Computer and/or printer failure will not be accepted as a valid reason for late work. Make sure you backup, keep hard copies and rough notes.

Unless prior approval is granted, any student who fails to submit assessment tasks worth in total 70% or more of the assessment for the unit, will be considered to be unassessable and will receive a V grade. The Principal has the right to exercise discretion in the application of the late penalty in special circumstances where satisfactory documentation is supplied.

CHEATING AND DISHONEST PRACTICE

The integrity of the College's assessment system relies upon all involved acting in accordance with the highest standards of honesty and fairness. Any departure from such standards will be viewed very seriously." Accordingly:

- Plagiarism - claiming authorship of someone else's work (intentionally or otherwise) - is a serious misdemeanour, and attracts severe penalties.
- Students are required to acknowledge the source of all material that is incorporated into their own work.
- Students may not submit the same item for assessment in more than one unit, unless specific agreement has been reached with the class teacher.

MODERATION

Throughout the semester, moderation in the form of common marking schemes, cross marking and joint marking occurs across all units in the Moderation Group to ensure comparability of standards. Moderation is a process whereby student's work is compared so that student performance can be graded fairly and consistently. Moderation takes some time, and so students may not receive their work back until ACT wide moderation of grades across all colleges has occurred. Small Group Moderation is carried out in courses with small class sizes.

RIGHT TO APPEAL

You can appeal against your assessment if you feel that the result you obtained is not fair. You should first talk to your class teacher, and if you are not satisfied with the explanation you must discuss the situation with the Executive Teacher of the Academy concerned. If you still do not feel that your result is fair you should talk to the Deputy Principal for further advice on the 'appeal process'.

Executive Teacher: **Clint Codey**

Class Teacher:

Date: **30 January 2019**

A/V Assessment Rubric based on Grade Descriptors

Unit Grade Descriptors for A Courses

	A student who achieves an A grade typically	A student who achieves a B grade typically	A student who achieves a C grade typically	A student who achieves a D grade typically	A student who achieves an E grade typically
Knowledge, understanding and application	<ul style="list-style-type: none"> demonstrates extensive knowledge and understanding of the industry and its practices successfully applies concepts to familiar and unfamiliar contexts 	<ul style="list-style-type: none"> demonstrates knowledge and understanding of the industry and its practices applies these concepts to familiar contexts 	<ul style="list-style-type: none"> demonstrates some knowledge and understanding of the industry applies basic concepts to familiar contexts. 	<ul style="list-style-type: none"> demonstrates limited knowledge and understanding of the course 	<ul style="list-style-type: none"> demonstrates minimal or no knowledge or understanding of the course
Analysis, synthesis and evaluation	<ul style="list-style-type: none"> independently assesses, researches and interprets concepts provides detailed and thorough evaluations 	<ul style="list-style-type: none"> independently assesses, researches and interprets most concepts provides detailed evaluations 	<ul style="list-style-type: none"> researches and interprets most concepts provides simple, appropriate evaluations 	<ul style="list-style-type: none"> researches from given sources with supervision provides limited evidence of analysis and/or evaluation of concepts 	<ul style="list-style-type: none"> provides minimal or no evidence of analysis and/or evaluation of concepts
Technical skills	<ul style="list-style-type: none"> consistently demonstrates proficient levels of technical and organisational skills in the production and presentation of work across a variety of tasks consistently selects and uses appropriate equipment in accordance with ohs guidelines and industry standards 	<ul style="list-style-type: none"> demonstrates proficient levels of technical and organisational skills in the production and presentation of work across a variety of tasks selects and uses appropriate equipment in accordance with ohs guidelines and industry standards 	<ul style="list-style-type: none"> demonstrates technical and organisational skills in the production and presentation of work across a variety of tasks uses equipment in accordance with ohs guidelines and industry standards 	<ul style="list-style-type: none"> demonstrates limited skill in the production and presentation of work occasionally uses equipment in accordance with ohs guidelines and industry standards 	<ul style="list-style-type: none"> demonstrates minimal or no skill in the production and presentation of work does not use equipment in accordance with ohs guidelines and industry standards
Management and work practices	<ul style="list-style-type: none"> demonstrates leadership skills, uses initiative to identify and solve problems as well as working independently, cooperatively and productively consistently works in an organised, time efficient and professional manner 	<ul style="list-style-type: none"> uses initiative to identify and solve problems, and works independently, cooperatively and productively works in an organised, time efficient and professional manner 	<ul style="list-style-type: none"> generally works cooperatively and productively in a team situation works in an organised and timely manner in structured situations 	<ul style="list-style-type: none"> sometimes works cooperatively in a team situation unable to work independently to complete tasks 	<ul style="list-style-type: none"> minimal evidence of the ability to work independently relies on others to complete tasks
Communication skills	<ul style="list-style-type: none"> confidently selects, uses and applies a wide range of interpersonal skills to communicate with others clarifies instructions and acts on feedback presents knowledge and ideas coherently, clearly and confidently using task appropriate language produces complete bibliographies and uses citations correctly 	<ul style="list-style-type: none"> selects uses and applies a range of interpersonal skills to communicate with others clarifies instructions and acts on feedback presents knowledge and ideas coherently, using task appropriate language produces bibliographies and uses citations correctly 	<ul style="list-style-type: none"> selects and uses a range of interpersonal skills to communicate with others follows given instructions and acts on feedback presents most knowledge and ideas clearly using basic industry terminology produces basic bibliographies 	<ul style="list-style-type: none"> uses basic interpersonal skills to communicate with others follows given instructions and in some situations acts on feedback demonstrates minimal ability to present knowledge and ideas 	<ul style="list-style-type: none"> requires assistance in collecting and recording information.