



ASSESSOR FEEDBACK TO STUDENTS						
Assessor's Name			Cluster		C	
Student Name			Date			
Units of competency being assessed		Assessment Outcome				
BSBWOR203 Work effectively with others		<input type="checkbox"/> Competent	<input type="checkbox"/> Not yet competent		If NYC - Refer to shaded section below	
SITXCOM002 Show social and cultural sensitivity		<input type="checkbox"/> Competent	<input type="checkbox"/> Not yet competent			
	Evidence Collection		Assessment		Re-Assessment (If Required)	
			Satisfactory	Not Satisfactory	Satisfactory	Not Satisfactory
A	'Tour Plan' covering points 1-12					
B	'Role Play' covering points 1-3					

Where the candidate achieved satisfactory in all requirements, the overall outcome for this cluster task is Competent.

If you have been deemed **NOT YET COMPETENT** the following further action is required:

BSBWOR203 Work effectively with others		Date of Reassessment:
		Date Competent:
SITXCOM002 Show social and cultural sensitivity		Date of Reassessment:
		Date Competent:

Assessor general comment:

I declare that the assessment conducted with this student met the rules of evidence as being, valid, current, authentic and sufficient and have provided appropriate feedback.

Assessor Signature

Date

Assessors: All assessment evidence including the completed student assessment cluster tasks and any supplementary evidence e.g., photographs, videos must be securely retained for six months after the completion of the course. In some cases, for reasons of perishability or size of a product or because the evidence was a service, the product evidence cannot be retained, however, all RTO Cluster task evidence requirements will be retained on QMS.

Instructions:

The people you will be designing a tour for will include 15 people. Of these 15 people:

- one is a staff member training to be a tour leader, who identifies as Aboriginal
- five people belong to migrant groups who have only recently arrived in Australia. These people come from Middle Eastern and Asian countries and their English language skills are limited
- one person has a physical disability, is wheelchair bound and is accompanied by her brother.

The written tour plan must address points 1-12 below and when answered must consider the three components outlined in the scenario: **cultural awareness, training of staff and disability adjustments.**

You may need to access the internet or use relevant textbooks to research social and cultural sensitivity and to assist you with designing the written tour plan.

The scenario outlined on the previous page has mentioned a large scale hospitality establishment. You, however, may prefer to focus on venues such as Sydney Tower, Fairmont Resort, Intercontinental, Panthers, William Blue, Rooty Hill RSL, SeaWorld Nara Resort and Crowne Plaza Hotels.

To complete this assessment, you will need to design a tour plan that outlines:

1. Areas of the establishment that you will visit in the tour (you could provide a list and/or show this on a map) and what resources you may need to utilise in the tour (e.g.: brochures, microphone).
2. Sources of information that you could access for communicating with colleagues and customers from diverse social and cultural groups.
3. How you will ensure all guests feel welcome at the beginning of the tour?
4. What strategies will you implement to ensure that your colleague is well prepared prior to the tour commencing?
5. What methods you will use to ensure smooth and effective communication, so that participants gain maximum enjoyment and benefit from the tour?
6. What strategies will be implemented to deal with any language barriers?
7. How you will respond to any potential conflicts that may arise due to cultural misunderstandings and differences?
8. How you will ensure that the group's dietary and cultural requirements are met?
9. One of the members of your tour group makes a complaint about a foreign object in their meal (hair/fly). Outline how you would respond to this customer complaint.
10. Briefly explain how you would refer problems and unresolved issues to the GM at the conclusion of the tour.
11. How would you gauge or monitor the success of your tour?
12. Identify what policies and or procedures you may have to consider (Anti-Discrimination) when planning the tour.

Assessment - There are two (2) assessment tasks in this cluster:

Part A: Designing a Tour Plan

Part B: Role Play

STUDENT ACKNOWLEDGEMENT – Please tick

For achievement in the units of competency in this cluster, students must complete all knowledge and skill tasks successfully and to the standard.

- I understand the requirements of the assessment task and assessment methods.
- I understand what is being assessed and I am prepared for the tasks described in this assessment.
- I have previously been provided with information about RPL, Credit Transfer and Assessment Appeals.
- I have notified the assessor of any special needs to be considered during this assessment
- I declare that the work submitted is my own and has not been copied from another person or source, unless acknowledged appropriately.

Student signature:

Date:

TEACHER/ TRAINER USE ONLY:

N/A

If additional requirements/adjustments have been made to cater for this student's special needs and/or English as an Additional Language/Dialect (EAL/D) to assist with the completion of this task, please complete the section below:

- Providing Support staff _____
- Providing tutorial sessions _____
- Altering assessment methods _____
- Simplifying and rephrasing language _____
- Provide additional time to complete the task _____
- Further assistance provided _____

STUDENT FEEDBACK TO ASSESSOR

(to be completed **after** student receives assessor feedback)

Provide feedback to your assessor regarding this cluster task	Yes	No	Partially	Unsure
Were you adequately prepared to complete this cluster task?				
Were you effectively supported in the completion of this cluster task?				
Were the instructions for completing each task clear and easy to understand?				
Do you have a better understanding of the assessed units of competency after completing these tasks?				
I agree with the outcome of this assessment				

If you **do not** agree with the outcome of this assessment you must speak with your **assessor** about the Macquarie Park RTO 90222 Appeals Process.

What did you learn from this cluster task?

Student Signature	Date
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