

## **2017 HSC Tourism, Travel and Events Marking Guidelines**

### **Section I**

#### **Multiple-choice Answer Key**

<b>Question</b>	<b>Answer</b>
1	D
2	C
3	D
4	A
5	B
6	A
7	B
8	D
9	C
10	D
11	B
12	D
13	C
14	B
15	B

## Section II

### Question 16 (a)

Criteria	Marks
• Correctly identifies TWO objectives of WHS legislation	2
• Identifies ONE objective of WHS legislation	1

**Sample answer:**

Legislation's main objectives include the reduction of work-related accidents and the elimination of risks to health and safety at work.

**Answers could include:**

The protection of persons at work against risks to health and safety, and the provision for involvement of employees in the identification and management of health and safety issues.

### Question 16 (b)

Criteria	Marks
• Provides a clear outline of a PCBU's responsibilities to both employees and third parties	3
• Provides an outline of a PCBU's responsibility to employees and/or a third party	2
• Makes a general statement about WHS	1

**Sample answer:**

A PCBU has the responsibility for the health and safety of employees and third parties. A PCBU is responsible for maintaining equipment used by staff, training staff in the use of equipment and ensuring safe systems of work.

**Answers could include:**

- Ensuring operations are done safely, not affecting employees' health
- Providing employees with adequate information, instruction and training
- Involving employees in WHS initiatives, work representatives
- Monitoring, recording and evaluating the workplace and incidents
- Appropriate safety induction for any third party visitor.

**Question 17 (a)**

Criteria	Marks
• Clearly explains how the exchange rate affects decisions made by domestic and/or international tourists	2
• Makes a general comment about exchange rates	1

**Sample answer:**

When the AUD is low relative to overseas currencies, Australia is an inexpensive destination for inbound tourists/visitors. When exchange rates are very low, Australians prefer to holiday at home.

**Question 17 (b)**

Criteria	Marks
• Clearly outlines the implications of ONE current issue or trend affecting the tourism and travel industry	3
• Outlines implications of ONE current issue or trend affecting the tourism and travel industry	2
• Makes a general statement about a trend or issue	1

**Sample answer:**

One current issue affecting the tourism and travel industry is new accommodation types such as Airbnb, Stayz Accommodation, Wotif.com, Lastminute.com.au and various other online booking sites. These have had a direct impact on the tourism and travel industry as they have changed the way people book holidays. By booking online themselves there is no need for a travel agency. When booking last minute, rates are reduced as hotels face competition and have less certainty with long-term planning.

**Answers could include:**

- Decreased demand for cruises following fatal incidents such as Costa Concordia or medical outbreaks on board cruises. Major emergencies/outbreaks on cruise ships are televised globally which can deter customers from choosing this type of holiday.
- Increased use of technology specifically social media for providing customer feedback and review on holiday stays. Tripadvisor, Twitter and Facebook provide a platform for review and commenting with opinions. Hotels have an increased responsibility to ensure customer satisfaction.
- Alcohol related violence in key areas leading to recent lockout laws for certain hotspots across NSW. Key tourist hotspots had become dangerous places to be in late at night and the government has changed licensing laws for operators in areas such as Kings Cross.
- Acts of terror.

**Question 18 (a)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Correctly identifies ONE piece of environmental legislation that applies to this event</li> </ul>	1

**Sample answer:**

- Protection of the Environment Operations Act 1997 (NSW)

**Answers could include:**

- Clean Energy Act 2011 (Cth)
- Smoke Free Environment Act 2000 (NSW).

**Question 18 (b)**

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a comprehensive range of suitable strategies in detail which could be applied to this event</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides a range of suitable strategies which could be applied to this event</li> </ul>	3
<ul style="list-style-type: none"> <li>Provides basic strategies which could be applied to any event</li> </ul>	2
<ul style="list-style-type: none"> <li>Make a general comment about procedures for sustainable practice</li> </ul>	1

**Sample answer:**

Stallholders at this event could adopt water wise strategies to ensure they minimise the use of water throughout the festival. They could use biodegradable cups and plates to reduce landfill and incorporate composting of food scraps along with appropriate disposal of other wastes such as oils and recycling. In promoting the festival, individual stallholders could conduct promotions using only electronic media and social media platforms to replace print media and avoid paper waste.

**Answers could include:**

- Minimise the amount of paper and plastic bags used during the festival
- Minimise the use of power in cooking/lights
- Renewable energy sources eg solar-powered lights
- Promote your stall as green, one with a focus on sustainable practices
- Ensure recycling and rubbish bins are provided and appropriately placed to manage waste and avoid pollution
- Enforce ‘no smoking’ laws for a clean environment
- Ensure cooking stalls have adequate ventilation and necessary extraction for air quality
- Ensure walkways are constructed to avoid any damage to grass areas and parklands.

**Question 19 (a)**

Criteria	Marks
• Clearly identifies a variety of customer types requiring specific needs	2
• Makes a comment about different customer types	1

*Sample answer:*

Jamie could encounter a variety of customers diverse backgrounds, difficulty dealing with language barriers or cultural differences.

Customers with special needs may require additional attention and prior planning in ensuring their needs are met.

Difficult customers can be challenging, or elderly customers that may not handle the rough terrain of the national park.

**Question 19 (b)**

Criteria	Marks
• Details a range of relevant strategies to ensure the provision of quality customer service on the tour	5
• Provides a range of relevant strategies to ensure the provision of quality customer service on the tour	3–4
• Provides some strategies for the provision of customer service which may relate to the tour	2
• Makes a general comment about the provision of customer service	1

*Sample answer:*

Jamie could ensure that he has detailed knowledge of the product – NT national park – ensuring customers’ experience is educational.

Matching customer needs to appropriate products, eg making adjustments to the tour for school-age children.

Take opportunities to deliver additional level of service, beyond a customer’s expectation, eg slow down for elderly persons to ensure they are not left behind, provide water during extremely hot conditions.

Seek feedback on practices, survey customers, use it to improve and enhance service.

**Question 20 (a)**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Clearly outlines a range of ways to overcome climate and seasonal factors affecting Australia</li> </ul>	3
<ul style="list-style-type: none"> <li>• Outlines some ways to overcome climate and seasonal factors affecting Australia</li> </ul>	2
<ul style="list-style-type: none"> <li>• Makes a comment about climate or seasons</li> </ul>	1

***Sample answer:***

The size of Australia means it crosses a range of latitudes and therefore has varying climates in different parts of the country. This creates opportunities for travel to regions that may be experiencing optimal weather and conditions at different times of the year.

Be cautious of travel and holidays across the Top End during cyclone season Nov–Apr. This is an ideal time to travel to southern regions of the country that generally experience dry stable conditions.

***Answers could include:***

During the winter months promote skiing in alpine regions such as Perisher. Encourage travel to NT destinations such as Darwin during winter when there is less rainfall particularly around June and July.

In the summer months when it is hot and dry, promote coastal destinations for a milder climate or head further south to Tasmania where temperatures are often lower. Organise festivals during spring and autumn months to encourage travel during this time.

**Question 20 (b)**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive knowledge of key information on geographical features of Australia</li> <li>• Provides an extensive range of tourist destinations from various states</li> </ul>	5
<ul style="list-style-type: none"> <li>• Demonstrates a thorough knowledge of key information on geographical features of Australia</li> <li>• Provides a range of tourist destinations from various states</li> </ul>	4
<ul style="list-style-type: none"> <li>• Demonstrates a sound knowledge of key information on geographical features of Australia</li> <li>• Provides a list of tourist destinations</li> </ul>	3
<ul style="list-style-type: none"> <li>• Demonstrates a basic knowledge of geographical features of Australia</li> <li>• Provides at least two tourist destinations</li> </ul>	2
<ul style="list-style-type: none"> <li>• Makes a general comment about Australia as a tourist destination</li> </ul>	1

**Sample answer:**

When selling Australia as a destination it is important to note that our domestic market is important, therefore advertising campaigns should not only attract the inbound tourist, but also target domestic travellers.

The sheer size of the country provides a vast variety of landscapes and climates offering travellers a range of different experiences, including outback ranges; Outback NSW, Coober Pedy, Alice Springs and the Golden Outback of WA. Australia boasts 36 000 kms of coastline which includes some of the world’s best beaches: Bondi Beach, Bell’s Beach, Seven Mile Beach, Whitehaven Beach.

NSW is Australia’s most populous state and has the largest city, with Sydney airport being a major gateway. It includes national icons such as the Harbour Bridge and the Opera House, which appear globally in events such as New Year’s Eve Fireworks and Vivid Light Show.

Victoria’s capital city Melbourne, offers a culture of arts, music, shopping, fine food and wine. It hosts the Melbourne Cup, Australian Tennis Open, Australian Formula One Grand Prix and AFL. It includes popular wine regions such as Yarra Valley, Geelong and Mornington Peninsula. A popular landmark in Victoria is the Great Ocean Road.

**Answers could include:**

Queensland stretches from the tropical rainforests of Cape York in the far north to more temperate areas in the south-east of the state. The world heritage listed Great Barrier Reef runs along the north-east coast.

South Australia is known as the festival state with over 500 festivals annually and is host to the SA Tour Down under. The capital Adelaide (‘city of churches’) contains many fine examples of colonial architecture. The state has many world-class wine regions such as Barossa Valley, Clare Valley, McLaren Vale and Limestone Coast.

Western Australia is the largest state and while the east is mostly desert, the west coast includes some of the world’s most pristine coastlines such as Ningaloo Reef. The capital Perth lies on the Swan River and south of Perth Margaret River, Pemberton and further east along the coast, Esperance, are all popular destinations.

Tasmania’s capital is Hobart. This state is accessible by ferry or by air. Spectacular scenery of Wineglass Bay or the Tasmanian Wilderness. Host of the Sydney–Hobart Yacht Race.

Northern Territory includes Alice Springs, Uluru–Kata Tjuta, Yellow River, Jim Jim Falls and Kakadu National Park.

## Section III

### Question 21

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive knowledge and understanding of a range of causes of conflict in the tourism and travel industry</li> <li>• Provides a detailed range of strategies for avoiding conflict and dealing with customer complaints</li> <li>• Communicates ideas and information using relevant workplace examples and industry terminology</li> <li>• Presents a logical and cohesive response</li> </ul>	13–15
<ul style="list-style-type: none"> <li>• Demonstrates a thorough knowledge and understanding of a range of causes of conflict in the tourism and travel industry</li> <li>• Provides a range of strategies for avoiding conflict and dealing with customer complaints</li> <li>• Communicates ideas and information using relevant workplace examples and industry terminology</li> <li>• Presents a logical and cohesive response</li> </ul>	10–12
<ul style="list-style-type: none"> <li>• Demonstrates a sound knowledge and understanding of the causes of conflict in the tourism and travel industry</li> <li>• Provides strategies for avoiding conflict and/or dealing with customer complaints</li> <li>• Communicates using workplace examples</li> <li>• Presents a basic response</li> </ul>	7–9
<ul style="list-style-type: none"> <li>• Demonstrates a basic knowledge and understanding of the causes of conflict in the tourism and travel industry</li> <li>• Identifies a strategy for avoiding conflict and/or dealing with customer complaints</li> </ul>	4–6
<ul style="list-style-type: none"> <li>• Limited understanding of the causes of conflict and/or strategies for dealing with complaints</li> </ul>	1–3

#### *Answers could include:*

- Provision of inaccurate or out-of-date information to clients travelling to a particular country, eg vaccinations
- Failure to meet customers' expectations
- Providing misleading information to clients about hotel provisions or inclusions
- Incorrect medical advice in relation to vaccinations, travel insurance
- Travel warnings in various countries, threats of terror
- Overbooking and customer missing out eg hotel, cruises, tours
- An accident occurring due to poor safety procedures and inadequate equipment.

If a client receives the wrong information, this can lead to stress, misunderstandings and conflict.

Conflict should be managed with a focus on a solution that satisfies the customer.

The following steps could be applied:

1. Listen to the customer and acknowledge the problem. Ensure at this point that you collect and discuss the facts. Allow the customer time to explain the problem, without interruption, and then acknowledge the problem.
2. Express concern and empathise. Our concern should be sincere and appropriate to the complaint.
3. Take responsibility for resolving the complaint by immediately and sincerely apologising on behalf of the organisation for the customer's unhappiness. It is appropriate that we let the customer know we take responsibility for the issue.
4. Indicate what action will be taken, either by fixing it ourselves or referring it on to a supervisor. If the problem is simple, we may fix it directly, however if there are legal or financial concerns involved, we may need to refer the matter to a supervisor.
5. Take action. We indicated what we are going to do, so now we do it. Any necessary calls should be made.
6. If we said we would look into it, the customer wants us to do that now not later.
7. Follow up to ensure customer satisfaction. We need to make sure that what we said would be done, was done. Even if someone else was going to fix the problem, the customer expects us to follow up. For example we may call the customer and ask if everything is now ok. This gives them the opportunity to express satisfaction or dissatisfaction on how the complaint was handled. Some organisations have a standard email or Google form that is sent to customers to gather such information. We may also record the incident. Some organisations have a policy to document all incidents and even record how the complaint was handled.

By following the complaint handling strategy, being aware that each of our customers is different, developing our interpersonal skills and managing conflict with a positive approach we can turn that customer's problem around by meeting their expectations.

## Section IV

### Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> <li>Provides a detailed range and indicates the main features of relevant examples of how this knowledge can be gained</li> </ul>	4
<ul style="list-style-type: none"> <li>Provides a range and indicates some features of relevant examples of how this knowledge can be gained</li> </ul>	3
<ul style="list-style-type: none"> <li>Lists some relevant examples of how this knowledge can be gained</li> </ul>	2
<ul style="list-style-type: none"> <li>Makes a general comment about product knowledge in the tourism and travel industry or provides a relevant example</li> </ul>	1

#### *Sample answer:*

The best way to gain such knowledge is to actually visit the destination. Familiarisation trips offered by airlines and tourism providers develop product knowledge and are great educational tools for tourism salespeople.

Current information can be sourced from a variety of avenues including the internet, which provides destination information and advice, eg Smart Traveller offers travel advice and safety warnings.

#### *Answers could include:*

- Social media provides live updates of current events affecting destinations around the world
- Attending trade shows and expos provides a range of new technologies and up-to-date information regarding the travel and event industry
- Networks, training courses, online courses are an excellent source of information and an opportunity to gather current and emerging information
- Industry bodies, associations, journals and publications
- Using online information systems and integrating them into your daily routines
- Magazines, inflight magazines, newspapers, books, annual reports
- Sharing information with colleagues.

**Question 22 (b)**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive knowledge and understanding of the principles of successful selling</li> <li>• Clearly describes a range of effective selling techniques</li> </ul>	6
<ul style="list-style-type: none"> <li>• Demonstrates a sound knowledge and understanding of the principles of successful selling</li> <li>• Clearly describes selling techniques</li> </ul>	4–5
<ul style="list-style-type: none"> <li>• Demonstrates a basic knowledge and understanding of the principles of successful selling</li> <li>• Outlines at least two attributes of a successful tourism salesperson</li> </ul>	2–3
<ul style="list-style-type: none"> <li>• Makes general comments about selling</li> </ul>	1

***Sample answer:***

Through our knowledge and skill we present all the options available so our customers can make informed choices to suit their wants, needs and expectations.

Successful selling includes having product knowledge, capturing the customer’s attention, maintaining their interest, recognising buying signals, closing the sale and after sales service. Customers give unintentional buying signals for example, a customer says ‘I can’t decide if I want to go to Fiji or Bali’. They are therefore looking for a beach holiday and need help deciding. A travel consultant may suggest a particular destination highlighting the features and benefits to that specific client.

Visual selling is an effective technique, showing the client brochures or internet pictures of the selected destination. This is also an opportunity to suggest add-ons or extra products such as tours to add value.

Another signal can be cost. For example if a client wants to book a night in a hotel for a special occasion, indicating they are prepared to pay more money as it is ‘special’ eg anniversary. This may be an opportunity to suggest a romance package or room upgrade to a suite.

***Answers could include:***

Selling techniques can include:

- Suggestive selling
- Upselling
- Down selling
- Personal selling, add-ons and extras.

**Question 22 (c)**

<b>Criteria</b>	<b>Marks</b>
<ul style="list-style-type: none"> <li>• Demonstrates a comprehensive knowledge and understanding of the essential elements in preparing a quotation</li> <li>• Demonstrates a comprehensive understanding of the importance of providing current and accurate information in the preparation of a quote</li> <li>• Communicates in a well structured email, using relevant tourism and travel industry terminology</li> </ul>	9–10
<ul style="list-style-type: none"> <li>• Demonstrates a sound knowledge and understanding of the essential elements in preparing a quotation</li> <li>• Demonstrates a sound understanding of the importance of providing current and accurate information in the preparation of a quote</li> <li>• Communicates in a structured email using relevant tourism and travel industry terminology</li> </ul>	7–8
<ul style="list-style-type: none"> <li>• Demonstrates a basic knowledge and understanding of the essential elements in preparing a quotation</li> <li>• Demonstrates a basic understanding of the importance of providing current and accurate information in the preparation of a quote</li> <li>• Communicates in an email using some tourism and travel industry terminology</li> </ul>	5–6
<ul style="list-style-type: none"> <li>• Demonstrates a limited knowledge and understanding of the essential elements in preparing a quotation</li> <li>• Communicates using some tourism and travel industry terminology</li> </ul>	3–4
<ul style="list-style-type: none"> <li>• Makes a general comment about preparing a quotation which may or may not relate to the tourism and travel industry</li> </ul>	1–2

***Sample answer:***

Dear ...

RE: Preparing a quote for customers

There are specific industry and workplace standard formats and inclusions which must be followed when preparing a quote for customers. It is important that the information included in the quote is current and accurate.

Please ensure you include relevant conditions and limitations that apply, for example, current date of the quote and an expiry date, the general conditions of the sale if it is a promotional sale with special conditions. Make sure the pricing is clear for the customer and include any products/services which are excluded. Ensure where applicable that the customer is aware that prices are subject to change.

Clear instructions for payment requirements and methods of acceptable payment should be included. The quote should also include a cooling-off period.

The quote should also include options for additional products and services for the customer's consideration.

It is important to check and verify all numerical and financial calculations used in the preparation of the quote. This maintains the accuracy in relation to the contents.

***Answers could include:***

- Pricing quotations
- Commission
- Consumer protection laws
- Presenting the quote to customers
- Process for customer acceptance of quotations
- Record management.

**Question 23 (a)**

<b>Criteria</b>	<b>Marks</b>
<ul style="list-style-type: none"> <li>• Accurately describes a detailed range of needs required by various customers at this event</li> </ul>	4
<ul style="list-style-type: none"> <li>• Provides a range of needs required by various customers at this event</li> </ul>	3
<ul style="list-style-type: none"> <li>• Identifies characteristics of customers attending this event</li> <li>• Identifies some customer needs</li> </ul>	2
<ul style="list-style-type: none"> <li>• Makes a comment about customer needs</li> </ul>	1

***Sample answer:***

Those attending a business conference would be corporate customers who have a higher spend. They are international travellers and would require flights, accommodation in executive suites in 5-star hotels, transport and parking facilities, wheelchair access for special needs clients, dietary requirements. Clients would also require activities for their stay, adventures, tours, food and beverage.

**Question 23 (b)**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Correctly identifies a detailed range of technologies suitable to be used in processing and monitoring registrations for the conference</li> <li>• Clearly describes the use of such technologies</li> </ul>	6
<ul style="list-style-type: none"> <li>• Identifies a range of technologies suitable to be used in processing and monitoring registrations for the conference</li> <li>• Describes the use of some technologies</li> </ul>	4–5
<ul style="list-style-type: none"> <li>• Identifies technologies suitable to be used in coordinating and promoting the conference</li> </ul>	2–3
<ul style="list-style-type: none"> <li>• Makes a comment about the use of technology</li> </ul>	1

**Sample answer:**

A range of technologies may be used in organising the conference. The electronic database of participants’ data for the event is used for direct mail/email follow up.

Ticketing programs are also used to create event registration tickets for workshops and additional.

Keyless entry cards and accreditation lanyards are used to allow certain access to different areas within the conference venue.

Events management software such as Ivvy, Cvent, Bizzabo, Eventbrite provide simple interfaces to support the planning of events. The software can create an event website, accept payments, promote, manage and report. The software manages the session details, accommodation, registration and ticketing, travel, name badges, surveys, exhibitors, email and SMS marketing. With in-built calendars of key dates, nothing gets overlooked.

Crown funding is a way of live polling audiences at a conference/events to gain feedback. Feedback for improvements can also be obtained through Google Forms and emails. Barcodes and scanning can be used.

Audio Visual technologies could be used in the various sessions, smart TVs.

Smart phone technologies and relevant apps.

**Question 23 (c)**

Criteria	Marks
<ul style="list-style-type: none"> <li>• Provides a clear and comprehensive plan of procedures for setting up and processing registrations for the conference</li> <li>• Identifies a range of relevant problems that may emerge</li> <li>• Communicates ideas and information integrating correct industry terminology</li> </ul>	9–10
<ul style="list-style-type: none"> <li>• Provides a clear plan of procedures for setting up and processing registrations for the conference</li> <li>• Identifies relevant problems that may emerge</li> <li>• Communicates ideas and information integrating some industry terminology</li> </ul>	7–8
<ul style="list-style-type: none"> <li>• Outlines procedures for setting up and processing registrations for the conference</li> <li>• Identifies a problem that may emerge</li> <li>• Communicates using basic industry terminology</li> </ul>	5–6
<ul style="list-style-type: none"> <li>• Outlines procedures for setting up and processing registrations</li> <li>• May mention a problem faced</li> <li>• Limited terminology</li> </ul>	3–4
<ul style="list-style-type: none"> <li>• Limited response that makes general comments about registration</li> <li>• May mention a problem faced</li> </ul>	1–2

***Answers could include:***

Registration is used to manage access to the conference and can take many forms. The most common form is ticketing, where visitors are checked in on entry to the conference to ensure they have a valid ticket. Delegates to conferences and exhibition visitors are registered on a database and given a lanyard to wear for the duration of the event.

Prior to the conference, organisers must decide which data they need from participants.

This data should include:

- Delegate personal details, name, address, email, contact numbers
- Catering and beverage requirements
- Special needs eg wheelchair
- Medical information
- Accommodation requirements and travel arrangements
- Desired sessions to attend at the conference
- Additional activities, tours, special dinners
- Invoice details and payment status.

The process for setting up and processing registrations involves:

- Identifying and confirming the mechanism for recording registration information
- Receive, interpret and accurately process registration information according to timelines
- Use appropriate technologies to improve speed and efficiencies
- Provide accurate and relevant event information to delegates and colleagues
- Prepare and issue documents and other materials according to event requirements

- Identify and follow up on missing information within timelines.

Possible challenges that may arise in the organisation and execution could include:

- Cancellation of key speakers
- Missing information on delegates
- System crash and loss of database
- Emergency evacuation during the course of the conference
- Overbooking of hotels for accommodation
- Failure to book extra activities, tours, leading to an inability to cater to all guests
- Lack of staff, last minute cancellation of staff for the event
- Extreme weather
- Flight cancellations
- Medical emergency
- WHS issues.

## 2017 HSC Tourism, Travel and Events Mapping Grid

### Section I

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
1	1	Sustainability — environmentally sustainable work practices – page 34	X							
2	1	Australian destinations — information on Australian tourism regions, destinations and products – page 22							X	
3	1	Working with customers — customers – page 46	X							
4	1	Working in the industry — technology – pages 41 and 42	X							X
5	1	Sustainability – resources — page 32					X			
6	1	Working with customers — customer – page 46								
7	1	Safety — WHS compliance – page 26	X							
8	1	Working in the industry — employment – page 39							X	
9	1	Australian destinations — Australian tourism destinations and regions – page 22								
10	1	Sustainability — environment – page 32					X			
11	1	Safety — incidents, accidents and emergencies – page 29								
12	1	Working with customers — customer dissatisfaction and complaints – page 48			X					
13	1	Safety — WHS – page 25			X		X			
14	1	Australian destinations — tourism in Australia – page 21								
15	1	Working in the industry — employment – page 39							X	

**Section II**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
16 (a)	2	Safety — WHS compliance – page 25								
16 (b)	3	Safety — WHS compliance – pages 25 and 26					X			
17 (a)	2	Working in the industry — nature of the industry – page 38			X					
17 (b)	3	Working in the industry — nature of the industry – current issues and trends – page 38			X					
18 (a)	1	Sustainability — environmental compliance – page 33							X	
18 (b)	4	Sustainability — environmentally sustainable work practices – pages 33 and 34				X	X			
19 (a)	2	Working with customers — customers – page 46					X			
19 (b)	5	Working with customers — customers, quality customer service, customer enquiries – pages 46 and 47					X			
20 (a)	3	Australian destinations — information on Australian tourism regions, destinations and products – page 22			X					
20 (b)	5	Australian destinations — Australian tourism regions and destinations – pages 21 and 22			X		X			

**Section III**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
21	15	Working in the industry — misunderstandings and conflict – pages 42 and 43 Working with customers — customer dissatisfaction and complaints – page 48	X		X	X				

**Section IV**

Question	Marks	HSC content – focus area	Employability skills (Please put an X where appropriate)							
			Communication	Teamwork	Problem-solving	Initiative and enterprise	Planning and organising	Self-management	Learning	Technology
22 (a)	4	(Stream) Tourism and travel — tourism and travel products and services – working in the industry – page 37							X	X
22 (b)	6	(Stream) Tourism and travel — selling tourism products and services – page 53	X		X	X				
22 (c)	10	(Stream) Tourism and travel — quotation – page 54	X	X						
23 (a)	4	(Stream) Events — events industry — working for customers – page 46				X	X			
23 (b)	6	(Stream) Events — event registrations – page 59								X
23 (c)	10	(Stream) Events — event registrations – pages 59 and 60	X	X			X			