DRAFT PERFORMANCE BANDS

TOURISM – SALES/OFFICE OPERATIONS

The typical examination performance in this band:

| Band 6 | • Consistently and accurately communicates, using precise industry terminology where appropriate, to address the needs of specific audiences in a variety of situations.  
  • Demonstrates a thorough understanding and application of the performance required in a range of tourism industry work tasks.  
  • Applies an in-depth knowledge and understanding relevant to specific competencies.  
  • Demonstrates extensive knowledge and understanding of the sectors of the tourism industry and related environmental, economic and social issues.  
  • Demonstrates a comprehensive knowledge of tourism products and destination information.  
  • Exhibits a comprehensive understanding of OH&S issues and their importance in the tourism environment.  
  • Demonstrates critical judgement and sound reasoning to research, select, organise, synthesise and evaluate relevant information from a variety of sources. |
| Band 5 | • Communicates using specific industry terminology, in a manner appropriate to most audiences and situations in the workplace.  
  • Demonstrates a broad understanding and application of the performance required in a range of work tasks.  
  • Demonstrates a detailed knowledge and understanding relevant to specific competencies.  
  • Demonstrates a broad knowledge and understanding of the sectors of the tourism industry and related environmental, economic and social issues.  
  • Demonstrates extensive knowledge of tourism products and destination information.  
  • Exhibits an understanding of OH&S issues and their importance in the tourism environment.  
  • Demonstrates accomplished judgement and sound reasoning to research, select, organise, synthesise and evaluate relevant information from a variety of sources. |
| Band 4 | • Communicates using industry terminology, in a manner appropriate to some audiences and situations in the workplace.  
  • Demonstrates a general understanding and application of the performance required in a range of work tasks.  
  • Demonstrates a sound knowledge and understanding relevant to specific competencies.  
  • Demonstrates a general knowledge and understanding of the sectors of the tourism industry and related environmental, economic and social issues.  
  • Demonstrates general knowledge of tourism products and destination information.  
  • Exhibits a limited understanding of OH&S issues and their importance in the tourism environment.  
  • Demonstrates limited research and reasoning and frames written responses in a generalised descriptive manner. |
| Band 3 | • Communicates using basic industry terminology.  
  • Demonstrates a basic understanding and limited application of the performance required in some work tasks.  
  • Demonstrates a basic knowledge and understanding relevant to specific competencies.  
  • Demonstrates a basic knowledge and limited understanding of the sectors of the tourism industry and related environmental, economic and social issues.  
  • Demonstrates limited knowledge of tourism products and destination information.  
  • Exhibits a basic understanding of OH&S issues and their importance in the tourism environment.  
  • Frames written responses using unsupported generalisations. |
| Band 2 | • Communicates using non-industry specific terminology.  
  • Demonstrates a superficial knowledge of some elements of the performance required in some work tasks.  
  • Demonstrates a limited knowledge and understanding relevant to specific competencies.  
  • Demonstrates superficial knowledge of the sectors of the tourism industry and related environmental, economic and social issues.  
  • Demonstrates some knowledge of tourism products and destination information.  
  • Exhibits a superficial knowledge of OH&S issues.  
  • Frames written responses using unsubstantiated, irrelevant material and generalisations. |
| Band 1 |