

## Referencing - APA System In-text referencing and Reference lists (An extended guide)

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## Introduction

This extended guide is designed to help reference the sources of information we use for our assignments. To reference we use **in-text references** and also produce a **reference list**. At William Angliss Institute, higher education students are required to use the APA 6<sup>th</sup> system.

The information within this guide is based on the resource:

American Psychological Association. (2010). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: American Psychological Association.

## Why Reference

We are required to reference as it's the standard way of writing our assignments when at TAFE or University. We are required to acknowledge our sources that we use within our written work and supply a full description of the source at the end of our work. Hence the person who is marking our work knows exactly where our ideas have been formed. If we do not reference we may be plagiarising (using other people's ideas and words as if they are our own). This is serious offense at William Angliss.

## How to write In-text references

Whenever we borrow words or ideas for our written work by paraphrasing or quoting, we need to acknowledge the source (i.e. the author/s) that we use. We do this by producing an **in-text reference** (also known as an **in-text citation**) where we identify our source by giving the author's name and year of publication. The page no(s) is also included if we are making a direct quote.

This information can be included within the body of our written work by:

- using the author's name as part of our sentence  
*OR*
- either adding the citation at the end of the sentence.

**For example:-**

	Adding the citation as part of our sentence	Adding the citation at the end of the sentence
<b>One author</b>	Weaver (2006)...	...(Weaver, 2006).
<b>Two authors</b>	Van der Wagen and Davies (1998) suggest that "... " (p.16).	"..." (Van der Wagen & Davies, 1998, p. 16).
<b>Three authors</b>	Baum, Amoah, and Spivack (1997)...	...(Baum, Amoah, & Spivack, 1997).
<b>Four authors</b>	Williamson, Tregidga, Harris, and Keen (2009)...	...(Williamson, Tregidga, Harris, & Keen, 2009).
<b>Five authors</b>	Ogello, Mlingi, Nyonje, Charo-Karisa, and Munguti (2013)...	...(Ogello, Mlingi, Nyonje, Charo-Karisa, & Munguti, 2013).
<b>Six or more authors</b>	Cobe, et al. (2013)...	...(Cobe, et al., 2013).
	The in-text reference should show only the name of the first listed author, followed by the term 'et al' (meaning 'and others').	The in-text reference should show only the name of the first listed author, followed by the term 'et al' (meaning 'and others').

**Note:** Use **and** when the authors' names are incorporated in the text; use an ampersand (&) for an in-text reference for joint authors when enclosed in parentheses

## Quoting and Paraphrasing

For most assignments, we will need to read and then write about other writers' work on a subject and also come to our own conclusions. If you paraphrase or summarise a point made by another author, you require **only** the author(s) and date. The page no(s) is also included if we are making a direct quote.

## Example of paraphrasing

O'Shannessy, Minett, and Hyde (2008) indicate that tourism can be a multi-faceted word...

Weaver (2006) believes having reliable information for data measurement in tourism is possible; there are simple procedures to collect this type of data. However as the destination is getting larger so will the difficulty in compiling an accurate database.

### ***Direct quotation of sources***

- If our quotation comprises fewer than 40 words we incorporate it into the text and enclose the quotation with double quotation marks.
- If the quotation is added as part of our sentence, cite the page number in parentheses immediately after the quotation marks and continue the sentence.

### **Example of a direct quotation**

Shaw and Merrick (2005) comment that brand valuation was established in the 1980s, primarily as a response to **“the vulnerability of sound but financially sleepy businesses to the attentions of acquisitive conglomerates”** (p. 254), valuing brands is important for improved financial success.

- If the quotation is added at the end of the sentence, cite the source and page number in parentheses immediately after the quotation marks.

There are distinct differences between teams and groups within the workforce, groups are people who have been brought together who share commonalities, however teamwork is **“the collective effort of all team members to achieve the team’s common goals”** (O’Shannessy & Minett, 2008, p. 101).

### ***Block quotation***

Quotations that are 40 or more words long are called block quotations. Block quotations are differentiated from the text as they are indented from the text margin, for this reason they do not require quotation marks. The entire quotation is formatted by double-space.

At the end of the block quotation, cite the source and the page number in parentheses.

### **Example of a block quotation**

With regards to providing a quality service experience to customers, it may be helpful to draw upon Jan Carlzon’s ‘moment of truth’ analogy, which is where a guest may experience positive, negative or neutral impressions.

If the impression is either positive or negative, the guest will take these experiences away with them and tell others about it. A neutral experience is perhaps worst of all.

It means that no lasting impression was made and if asked about that experience, the guest probably won’t be able to recall how they felt or what they thought about that experience (O’Shannessy & Minett 2008, p. 263).

Hence ‘moments of truth’ assists us to recognise that we have the chance and the ability to influence guests, this gives us an opportunity to create a positive impression with every single encounter or interaction during their stay.

### ***Direct quotation of online sources***

Many electronic sources do not provide page numbers, unless they are in PDF format. If quoting from a website, that is not a PDF, then use as part of the in-text reference a ‘section heading’ within the document OR a ‘paragraph number’.

## Example of a direct quotation of an online source

Armstrong (2014) suggests that the value of the super foods derived from the Australian bush is underestimated “the gubinge (or kakadu plum; *Terminalia ferdinandiana*), a tiny berry the size of a thumbnail that provides 100 times more vitamin C than the average orange” (Bush Tucker, para. 4).

## Bibliography lists

APA Style generally requires reference lists, not bibliographies. A *bibliography list* is compiled from the sources that we have read to formulate our ideas or to gain background knowledge but have **not** cited (these sources are **not** referred to within our written work).

## Reference lists

### How to write a reference list

- The list is started on a new page.
- Is compiled from the sources we have cited in our written work, (sources that we have paraphrased or quoted from).
- In **alphabetical** order by author name and placed at the end of our written work
- Each entry usually contains the following elements: author, year of publication, title and other publishing information.
- The reference list is double-spaced and entries have a hanging indent.
- The word **References** appear at the top of the list and is centered.

See here for an example of a [reference list](#).

### How to write the author(s) name in our reference list entries

For example:-

<b>One author</b>	Author, A. A. (2015).
<b>Two authors</b>	Author, A. A., & Author, B. B. (2015).
<b>Three authors</b>	Author, A. A., Author, B. B., & Author, C. C. (2015).
<b>Four, five, six and seven authors</b>	Author, A. A., Author, B. B., Author, C. C., & Author, D. D. (2015).
<b>Eight or more authors</b>	Include the first six authors' name, then insert an ellipsis (...) and add the last author's name.  Author, A. A., Author, B. B., Author, C. C., Author, D. D., Author, E. E., Author, F. F., ...Author, H. H. (2015).

## How to write other publishing details in our reference list entries

Different sources will be identified within the reference list via different details, for example generally a **book** will have details such as a **publisher and place of publication** and a **published journal article** will have a **digital object identifier (DOI)** in the reference.

### DOI explained

(A DOI is a unique alphanumeric string and is used to identify content and provide a persistent link to its Internet location). Please click [here](#) for examples of what details are included within our reference list entries.

## Abbreviations

The following is a list that's acceptable when forming reference list entries.

edition	ed.
Revised edition	Rev. ed.
second edition	2 <sup>nd</sup> . ed.
Editor(s)	Ed. (Eds.)
Translator(s)	Trans.
no date	n.d.
page (pages)	p. (pp.)
Volume	Vol.
Volumes	Vols.
e.g. (Vols. 1-3)	
Number	No.
Part	Pt.
Technical Report	Tech. Rep.
Supplement	Suppl.

## More information and help

- Explore the EndNote software. This platform enables us to collect, store, organise and use our references.  
References can be entered into EndNote manually, or they can be transferred electronically into EndNote from journal databases and library catalogues.  
References can be inserted electronically from EndNote into Word documents.  
A reference list of all the inserted references is automatically created in the referencing style of our choice.
- Seek help from teachers within your relevant subjects, learning advisors or LRC staff.

## Examples of in-text references and reference list entries

### Books

#### Format for reference list:-

Author(s) surname, Initials. (Year). *Title of book*. Place of publication: Publisher.

**Note:** Title to be *italicised*

Author(s)	Year of publication	Title of book	Place of publication	Publisher
↓	↓	↓	↓	↓
Adams, J.	(2010).	<i>Prepare and serve espresso coffee.</i>	Melbourne, Vic:	William Angliss Institute of TAFE.
↑				
Initial(s)				

Material type	In-text example	Reference list example
<b>Book with one author (print)</b>	<b>Weaver (2006)</b> believes having reliable information for data... <b>OR</b> Having reliable information for data... (Weaver, 2006).	Weaver, D. (2006). <i>Sustainable tourism: theory and practice</i> . Sydney: Butterworth Heinemann.
<b>Book with a group author (print)</b>  Group authors could be (e.g. corporations, associations, government agencies).	<b>Australia. Dept. of Industry, Tourism and Resources (2003)</b> ... <b>OR</b> A tourism strategy is necessary for Australia... (Australia. Dept. of Industry, Tourism and Resources 2003).	Australia. Dept. of Industry, Tourism and Resources. (2003). <i>A medium to long term strategy for tourism: green paper</i> . Canberra: Dept. Industry, Tourism and Resources.
<b>Book with two authors (print)</b>	"The primary role of the supervisor..." (Van der Wagen & Davies, 1998, p. 16).	Van der Wagen, L., & Davies, C. (1998). <i>Supervision and leadership in tourism and hospitality</i> . Melbourne: Hospitality Press.
<b>Book with three authors (print)</b>	O'Shannessy, Minett, and Hyde (2008) indicate that tourism can be a multi-faceted word... <b>OR</b> "Tourism means different things to different..." (O'Shannessy, Minett, & Hyde, 2008, p. 6-7).	O'Shannessy, V., Minett, D., & Hyde, G. (2008). <i>The road to tourism: skills for the new professional</i> (2nd ed.). Frenchs Forest, N.S.W.: Pearson Education Australia.

Material type	In-text example	Reference list example
<p><b>Book with no author (print or electronic)</b></p> <p>Where there is no author, use the title of the book (italicised) in place of the author's name in-text and in the reference list entry.</p>	<p><i>Harvard business review on knowledge management</i> (1998) believes that the key...</p> <p><b>OR</b></p> <p>The key to any educational experience ... (<i>Harvard business review on knowledge management</i>, 1998).</p>	<p><i>Harvard business review on knowledge management</i>. (1998). Boston, MA: Harvard Business School Press.</p>
<p><b>Book chapter with no author (print or electronic)</b></p> <p>Where there is no author, use the title in place of the author's name. Use "double quotation" marks around the chapter title in the in-text citation.</p>	<p>"Title of book chapter" (2015)...</p> <p><b>OR</b></p> <p>...("Title of book chapter," 2015).</p>	<p>Title of book chapter. (2015). <i>Title of book</i>. Place of publication: Publisher.</p>
<p><b>Book with unknown or uncertain dates (print)</b></p> <p>Works for which no publication date can be established should be cited using the term <b>n.d.</b> (no date).</p>	<p>Australian Poll Dorset Association Inc. (n.d.)...</p> <p><b>OR</b></p> <p>...(Australian Poll Dorset Association Inc., n.d.).</p>	<p>Australian Poll Dorset Association Inc. (n.d.). <i>"Lamb" country style: featuring "Lamb in a Hollow Log" and Accompaniments</i>, Melbourne: Australian Poll Dorset Association Inc.</p>
<p><b>Book with edition (print)</b></p>	<p>Dark (2011)...</p> <p><b>OR</b></p> <p>... (Dark, 2011).</p>	<p>Dark, G. (2011). <i>Kitchen operations</i>. (2nd ed.). Frenchs Forest, N.S.W.: Pearson.</p> <p>Note: the edition number is placed after the title of the work.</p>
<p><b>Book with editor (print)</b></p>	<p>McLure (2000)...</p> <p><b>OR</b></p> <p>...(McLure, 2000).</p>	<p>McLure, B. (Ed.). (2000). <i>The small business handbook: how to start and successfully operate a small business</i>. Melbourne: Information Australia.</p>
<p><b>Book with editor(s) (print)</b></p>	<p>Fennell and Dowling (2003)...</p> <p><b>OR</b></p> <p>...(Fennell &amp; Dowling, 2000).</p>	<p>Fennell, D., &amp; Dowling, R.K. (Eds.). (2003). <i>Ecotourism policy and planning</i>. New York: CABI Pub.</p>
<p><b>Book with editor(s) and volume (print)</b></p>	<p>Kiple and Ornelas (2000)...</p> <p><b>OR</b></p> <p>...(Kiple &amp; Ornelas, 2000).</p>	<p>Kiple, K. F., &amp; Ornelas, K. C. (Eds.). (2000). <i>The Cambridge World History of Food</i> (Vol. 1). Cambridge: Cambridge University Press.</p>



Material type	In-text example	Reference list example
<i>Book chapter edited (print)</i>	Gross (2006)... <b>OR</b> ...(Gross, 2014).	Gross, J. E. (2014). Food activism in western Oregon. In C. Counihan & V. Siniscalchi (Eds.), <i>Food Activism: Agency, Democracy and Economy</i> . (pp. 15-30). New York: Bloomsbury Academic.
<i>Book chapter with editor(s) and edition (print)</i>	Avraham (2006) noted... <b>OR</b> ...(Avraham, 2006).	Avraham, E. (2006). Public relations and advertising strategies for managing tourist destination image crises. In Y. Mansfeld & A. Pizam (Eds.), <i>Tourism, security and safety: from theory to practice</i> (1st ed., pp. 233-249). Oxford: Elsevier Butterworth-Heinemann.
<i>Book chapter edited (electronic)</i>	Check Avieli (2014)... <b>OR</b> ...(Avieli, 2014).	Avieli, N. (2014). Vegetarian Ethics and Politics in Late-Socialist Vietnam. In Y. Jung, J. A. Klein, & M. L. Caldwell (Eds.), <i>Ethical Eating in the Postsocialist and Socialist World</i> (pp. 144-166). Retrieved from <a href="http://www.eblib.com">http://www.eblib.com</a>  If the resource has been assigned a DOI give the DOI in the reference. Otherwise use the URL.
<i>Book chapter in a volume in a series (electronic version of book chapter)</i>	Lin (2009)... <b>OR</b> ...(Lin, 2009).	Lin, Y. (2009). Linking Local and Culinary Cuisines with Destination Branding. In L. A. Cai & J. Jafari (Series Eds.), <i>Bridging Tourism Theory and Practice Series: Vol. 1. Tourism Branding: Communities in Action</i> (pp. 105-118). doi:10.1108/S2042-1443(2009)0000001010  If the resource has been assigned a DOI give the DOI in the reference. Otherwise use the URL.
<i>Book (electronic version of print book)</i>	Schädel (2012)... <b>OR</b> ...(Schädel, 2012).	Schädel, C. (2012). <i>Work-life balance among cruise ship crews: A quantitative research approach</i> [Adobe Digital Editions version]. Retrieved from <a href="http://angliss.eblib.com.au/patron/FullRecord.aspx?p=887656">http://angliss.eblib.com.au/patron/FullRecord.aspx?p=887656</a>
EBL and Knovel books at WAI are all electronic versions of print books.	Clarke (2012)... <b>OR</b> ...(Clarke, 2012).	Clarke, C. (2012). <i>Science of Ice Cream</i> (2nd ed.). [PDF Reader version]. Retrieved from <a href="http://app.knovel.com/hotlink/toc/id:kpSICE0011/science_of_ice_cream_2nd_edition">http://app.knovel.com/hotlink/toc/id:kpSICE0011/science_of_ice_cream_2nd_edition</a>  If the resource has been assigned a DOI give the DOI in the reference. Otherwise use the URL.
<i>Book (electronic only)</i> Electronic only books are resources that have never been published before in any form.	Shrout (n.d.)... <b>OR</b> ...(Shrout, n.d.).	Shrout, R. N. (n.d.). <i>True Hypnotism: Understanding its Science and Mastering its Art</i> . Retrieved from <a href="http://www.onlineoriginals.com/showitem.asp?itemID=253">http://www.onlineoriginals.com/showitem.asp?itemID=253</a>
<b>Reports</b> Reports could be technical in content or research reports. If the author has assigned a number (e.g., report number, publication number etc.) to the report, give that number in parentheses immediately after the title. For a hard copy report, use the format as for a book. For reports retrieved online, identify the publisher as part of the retrieval statement unless the publisher has been identified as the author.		

**Format for reference list:-**

Author, A.A. (Year). Title of work (Report No. xxx). Location: Publisher.

Material type	In-text example	Reference list example
<i>Hard copy report</i>	William Angliss Institute (2007)... <b>OR</b> ...(William Angliss Institute, 2007).	William Angliss Institute (2007). <i>Annual review and report</i> . Melbourne: The Institute.
<i>Online report</i>	Department of Treasury and Finance (2014)... <b>OR</b> ...(Department of Treasury and Finance, 2014).	Department of Treasury and Finance. (2014). <i>Building for Growth 2013-14 Financial Report: incorporating Quarterly Financial Report No 4</i> (No 382, Session 2010-14). Retrieved from <a href="http://www.dtf.vic.gov.au/Publications/Government-Financial-Management-publications/Financial-Reports/2013-14-Financial-Report-incorporating-Quarterly-Financial-Report-No-4">http://www.dtf.vic.gov.au/Publications/Government-Financial-Management-publications/Financial-Reports/2013-14-Financial-Report-incorporating-Quarterly-Financial-Report-No-4</a>

**Articles**

Articles could be publications that are produced at regular intervals, such as journals/periodicals/magazines or newspapers.

Notes: Title of journal and volume number to be *italicised*

Include the digital object identifier (DOI) in the reference if one is assigned. If no DOI is assigned to the resource and it's been retrieved online, include the home page URL Retrieved from http://

No retrieval date is required.

**Format for reference list:-**

Author(s) surname, Initials. (Year). Title of article. *Journal title*, volume number, (issue number), page number(s). doi: xx.xxxx

Author(s) Initial(s)	Year	Title of article
Cha, J, Kim, S & Cichy, R.F.	(2013).	Hospitality students' intent to become involved as active alumni: A predictive model.
		<i>Journal of Hospitality &amp; Tourism Education</i> , 25(1), 1-10. doi: 10.1080/10963758.2013.777583
		Journal title
		volume number
		DOI
		issue number
		page number(s)

<i>Article - Journal with DOI (print or online)</i>	Cha, Kim, and Cichy (2013)... <b>OR</b> ...(Cha, Kim, & Cichy, 2013).	Cha, J., Kim, S., & Cichy, R. F. (2013). Hospitality Students' Intent to Become Involved as Active Alumni: A Predictive Model. <i>Journal of Hospitality &amp; Tourism Education</i> , 25(1), 1-10. doi: 10.1080/10963758.2013.777583
<i>Article - Journal without DOI (print)</i>	Dufrêne (2014)... <b>OR</b> ...(Dufrêne, 2014).	Dufrêne, B. (2014). Taiwan's Tea Industry: Growing from Green to Bubble. <i>Tea &amp; Coffee Trade Journal</i> , 186(5), 42-44.

Material type	In-text example	Reference list example
<i>Article - Journal without DOI (online)</i>	Maximiliano (2011)... <b>OR</b> ...(Maximiliano, 2011).	Maximiliano, K. (2011). Can Tourism Be Considered Ethical? <i>Journal of Travel &amp; Tourism Research</i> , 11(1), 91-104. Retrieved from <a href="http://ezproxy.lrc.angliss.vic.edu.au/login?url=http://search.ebscohost.com/login.aspx?direct=true&amp;db=hjh&amp;AN=64286678&amp;site=ehost-live">http://ezproxy.lrc.angliss.vic.edu.au/login?url=http://search.ebscohost.com/login.aspx?direct=true&amp;db=hjh&amp;AN=64286678&amp;site=ehost-live</a>
<i>Article – Magazine (print)</i>	Cavalliotis (2013)... <b>OR</b> ...(Cavalliotis, 2013).	Cavalliotis, I (2013, August/September). The bread and butter project. <i>Australian baking business</i> , 40-45.
<i>Article – Magazine (online)</i>	Harlan (2014)... <b>OR</b> ...(Harlan, 2014).	Harlan, J.G. (2014, November/December). <i>Chef Magazine</i> 58(6). Retrieved from <a href="http://www.talcottidigi.com/1114chef/">http://www.talcottidigi.com/1114chef/</a>
<i>Article – Newspaper (print)</i>	Kitney (2015)... <b>OR</b> ...(Kitney, 2015).	Damon, K. (2015, March 10). Coles plans food charity expansion to farmgate. <i>The Australian</i> , p. 21.
<i>Article – Newspaper (online)</i>	Michael Harry (2013)... <b>OR</b> ...(Michael Harry, 2013).	Michael Harry, L. W. (2013, September 10). Six degrees of bacon. <i>The Age</i> , Retrieved from <a href="http://ezproxy.lrc.angliss.vic.edu.au/login?url=http://search.ebscohost.com/login.aspx?direct=true&amp;db=anh&amp;AN=SYD-6BR4P4PS9A81FV008NHB&amp;site=ehost-live">http://ezproxy.lrc.angliss.vic.edu.au/login?url=http://search.ebscohost.com/login.aspx?direct=true&amp;db=anh&amp;AN=SYD-6BR4P4PS9A81FV008NHB&amp;site=ehost-live</a>  Include the permanent/persistent URL of the online article
<i>Article with no author (print or electronic)</i>  Where there is no author, use the title in place of the author's name in-text and in the reference list entry.	"Futureshock" (2004)... <b>OR</b> ..."Futureshock", 2004).  Use "double quotation" marks around the title of an article in-text.	Futureshock! (2004, July/August). <i>Australasian baker</i> , 16-17.  Italicise the title of the periodical in the reference list entry.
<i>Article with unknown or uncertain dates (print or electronic)</i> Works for which no publication date can be established should be cited using the term n.d. (no date).	Smith (n.d.)... <b>OR</b> ...(Smith, n.d.).	Author(s) surname, Initials. (n.d.). Title of article. <i>Journal title</i> , volume number, issue number, page number(s).

## Conference papers

### Format for reference list:-

Presenter, A. (Year, Month). *Title of paper*. Paper presented at the Title of Conference, Location.

Material type	In-text example	Reference list example
<b>Conference paper</b>  For unpublished papers give the month and year in the reference	Nixon (1988)... <b>OR</b> ...(Nixon, 1988).	Nixon, B. (1998, May). <i>The Changing Face of the Winery Tourist</i> . Paper presented at the Wine Tourism - Perfect Partners, Proceedings of the First Australian Wine Tourism Conference, Margaret River, Western Australia.
<b>Conference paper (electronic)</b>  If the proceedings are published online, substitute "Retrieved from URL" for the publisher and location.	Abbots and Lavis (2011)...  <b>OR</b> ...(Abbots & Lavis, 2011).	Vohland, K. (2014). Tourism Partnerships supporting Conservation. <i>Proceedings of the Global Eco Asia Pacific Tourism Conference</i> (pp. XX-XX). Retrieved from <a href="http://www.globaleco.com.au/Proceedings/2014/5_KarenV.pdf">http://www.globaleco.com.au/Proceedings/2014/5_KarenV.pdf</a>  If the paper has been assigned a DOI give the DOI in the reference. Otherwise use the URL.

### Personal communication

If we have obtained information directly from a person or organisation through letter, interview, or informal conversation and they have agreed to be identified as a source, this should be acknowledged in the body of our written work (as an in-text reference).

<b>Interview</b>	T. Smith (personal communication, April 5, 2006) confirmed...  <b>OR</b> It was stated that good hand-washing techniques ...(J. Smith, personal communication, April 24, 2009).	No entry is required within the reference list.
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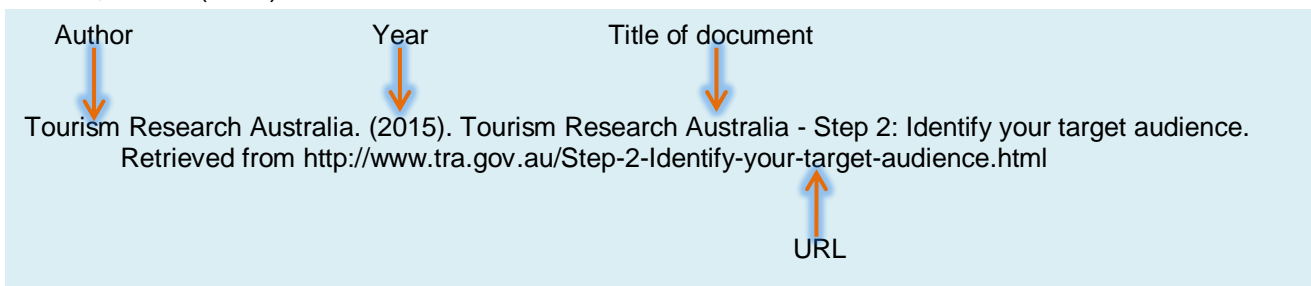
### Websites

When citing electronic material, include as many of the following details as possible.

Many electronic sources do not provide page numbers, unless they are in PDF format. If quoting from a website, that is not a PDF, then use as part of the in-text reference a 'section heading' within the document OR a 'paragraph number'.

### Format for a reference list:-

Author, Initial. (Year). Title of document. Retrieved from <URL>



Material type	In-text example	Reference list example
<b>Website with one author</b>	<p>Butler (2013, para. 2) states that “Meru...”</p> <p><b>OR</b></p> <p>“Meru vanished from safari tour operators’ programmes”... (Butler, 2013, para. 2).</p>	<p>Butler, S. (2013). Wildlife – Born free...again: the revival of Kenya’s Meru National Park. Retrieved from <a href="http://www.lonelyplanet.com/themes/wildlife/born-free-again-the-revival-of-kenyas-meru-national-park/">http://www.lonelyplanet.com/themes/wildlife/born-free-again-the-revival-of-kenyas-meru-national-park/</a></p>
<b>Website with group author</b>  Group authors could be (e.g. corporations, associations, government agencies).	<p>Tourism Research Australia (2015)...</p> <p><b>OR</b></p> <p>...(Tourism Research Australia, 2015).</p> <p>Greenpeace Australia Pacific (2012, p. 5)...</p> <p><b>OR</b></p> <p>“The industry is largely operating outside of modern fisheries management...” (Greenpeace Australia Pacific, 2012, p. 5).</p>	<p>Tourism Research Australia. (2015). Tourism Research Australia - Step 2: Identify your target audience. Retrieved from <a href="http://www.tra.gov.au/Step-2-Identify-your-target-audience.html">http://www.tra.gov.au/Step-2-Identify-your-target-audience.html</a></p> <p>Greenpeace Australia Pacific. (2012). Out of line: the failure of the global tuna longline fisheries. Retrieved from <a href="http://www.greenpeace.org/australia/PageFiles/566766/Out_of_Line.pdf">http://www.greenpeace.org/australia/PageFiles/566766/Out_of_Line.pdf</a></p>
<b>Website with no author</b>  Where there is no author, use the title in place of the author’s name in-text and in the reference list entry.  Use “double quotation” marks around the title of the webpage.	<p>“Resources and Information,” (2014)...</p> <p><b>OR</b></p> <p>... (“Resources and Information,” 2014).</p>	<p>Resources and Information. (2014). Retrieved from <a href="http://www.healthwatchfoods.com.au/blog/category/resources/">http://www.healthwatchfoods.com.au/blog/category/resources/</a></p>
<b>Website with unknown or uncertain dates</b>  Use the term n.d. (no date) in both the in-text citation and reference list.	<p>Donna Hay Home Pty Ltd (n.d.)...</p> <p><b>OR</b></p> <p>Donna Hay suggests that antipasti... (Donna Hay Home Pty Ltd, n.d.).</p>	<p>Donna Hay Home Pty Ltd. (n.d.). Donna Hay, Food Styling, Donna Hay Home Pty Ltd, viewed 26 September 2013, <a href="http://www.donnahay.com.au/style/food-styling/">http://www.donnahay.com.au/style/food-styling/</a></p>

## Example of a reference list

This column is for example only, it isn't included

### References

Adams, J. (2010). <i>Prepare and serve espresso coffee</i> . Melbourne, Vic: William Angliss Institute of TAFE.	Book (print) with one author
Cha, J., Kim, S., & Cichy, R. F. (2013). Hospitality Students' Intent to Become Involved as Active Alumni: A Predictive Model. <i>Journal of Hospitality &amp; Tourism Education</i> , 25(1), 1-10. doi: 10.1080/10963758.2013.777583	Article - Journal with DOI (print or online)
Dufrêne, B. (2014). Taiwan's Tea Industry: Growing from Green to Bubble. <i>Tea &amp; Coffee Trade Journal</i> , 186(5), 42-44.	Article - Journal without DOI (print)
Kiple, K. F., & Ornelas, K. C. (Eds.). (2000). <i>The Cambridge World History of Food</i> (Vol. 1). Cambridge: Cambridge University Press.	Book with editor(s) and volume (print)
McLure, B. (Ed.). (2000). <i>The small business handbook: how to start and successfully operate a small business</i> . Melbourne: Information Australia.	Book with editor (print)
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O'Shannessy, V., Minett, D., & Hyde, G. (2008). <i>The road to tourism: skills for the new professional</i> (2nd ed.). Frenchs Forest, N.S.W.: Pearson Education Australia.	Book (print) with three authors and edition
Schädel, C. (2012). <i>Work-life balance among cruise ship crews: A quantitative research approach</i> [Adobe Digital Editions version]. Retrieved from <a href="http://angliss.ebib.com.au/patron/FullRecord.aspx?p=887656">http://angliss.ebib.com.au/patron/FullRecord.aspx?p=887656</a>	Book (electronic version of print book)