



Australian Government

Department of Education, Employment and Workplace Relations

SIT60307 Advanced Diploma of Hospitality

Revision Number: 1

SIT60307 Advanced Diploma of Hospitality

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent as a senior manager in any hospitality functional area. This individual would analyse, design and execute judgements using wide-ranging technical, creative, conceptual or managerial competencies. Their knowledge base may be specialised or broad and they are often accountable for group outcomes. Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops. The qualification is not suitable for an Australian apprenticeship pathway.

Job roles

Individuals with this qualification are able to perform roles such as:

- senior manager in a large hospitality enterprise
- owner or manager of a hospitality enterprise.

Possible job titles include:

- food and beverage manager
- area manager or operations manager
- rooms division manager
- executive housekeeper
- secretary or manager
- executive chef
- cafe owner or manager
- motel owner or manager.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIT60307 Advanced Diploma of Hospitality

The following table contains a summary of the employability skills required by the hospitality industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Communicating, consulting and encouraging feedback on organisational goals, strategies and outcomes; negotiating and liaising with a broad range of colleagues and customers on operational and service issues; consulting with others to elicit feedback and ideas; providing briefings to operational staff and other managers; developing and maintaining workplace documentation such as operational procedures, staff-related documentation or reports.
Teamwork	Fostering workplace diversity; building, motivating and leading diverse teams; providing support and coaching; planning work operations to take account of team member strengths; taking a lead role in agreeing and establishing work team goals.
Problem solving	Developing and applying a range of strategies to address both typical and unpredictable workplace problems; responding effectively to a wide range of operational issues requiring immediate resolution; working with colleagues to develop practical solutions; monitoring and evaluating the effectiveness of solutions at a strategic level.
Initiative and enterprise	Initiating new concepts, products and services; engaging and persuading stakeholders to adopt approaches; generating options and ideas to address different workplace challenges; developing ideas about ways to improve operations and services; encouraging team members to be innovative; using knowledge of current and emerging hospitality industry and marketplace trends to inform work practices.
Planning and organising	Developing and managing strategies across the broad spectrum of hospitality management practices, including overall business planning, financial management and product development; researching and critically analysing current and emerging industry practices, market and

Employability skill	Industry/enterprise requirements for this qualification include:
	product trends; forecasting and managing resources; developing and leading continuous improvement processes; understanding the roles and responsibilities of leaders and managers in the context of the overall organisation; communicating goals, strategies and outcomes to team members; monitoring and evaluating plans, procedures and systems, including timelines and resources.
Self-management	Reviewing and reflecting on own work performance; understanding the legal and compliance framework that affects those working in the hospitality industry; maintaining general and technical knowledge to inform work practices.
Learning	Developing and maintaining the legal knowledge required for business compliance; proactively maintaining and updating knowledge of hospitality industry trends and practices; being aware of hospitality industry professional development opportunities; supporting team members to learn.
Technology	Researching new technological solutions to inform management practice and product development; selecting and using technologies used in the hospitality industry to support workplace operations and planning; understanding the operating capacity of different technologies, including emerging technologies used to support hospitality operations; supporting skill development required by new technologies.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the hospitality industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve an Advanced Diploma of Hospitality, 47 units must be completed:

- all 29 core units

- 18 elective units:
 - a minimum of 15 elective units must be selected from the list below
 - the remaining 3 elective units may be selected from this or another endorsed Training Package or accredited course
 - a maximum of 1 Languages other than English unit may be counted as an elective within this qualification.

In all cases selection of electives must be guided by the job outcome sought, local industry requirements and the characteristics of this qualification.

CORE UNITS

SITXCCS002A	Provide quality customer service
SITXCCS003A	Manage quality customer service
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXFIN007A	Manage physical assets
SITXFIN008A	Manage financial operations
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM001A	Coach others in job skills
SITXHRM002A	Recruit, select and induct staff
SITXHRM003A	Roster staff
SITXHRM005A	Lead and manage people
SITXHRM006A	Monitor staff performance
SITXHRM007A	Manage workplace diversity

SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXMGT002A	Develop and implement operational plans
SITXMGT004A	Develop and implement a business plan
SITXMGT006A	Establish and conduct business relationships
SITXMPR005A	Develop and manage marketing strategies
SITXOHS001B	Follow health, safety and security procedures
SITXOHS002A	Follow workplace hygiene procedures
SITXOHS004B	Implement and monitor workplace health, safety and security practices
SITXOHS005A	Establish and maintain an OHS system
<i>Plus one of the following:</i>	
SITHIND003A	Provide and coordinate hospitality service
SITHCCC028A	Prepare, cook and serve food for menus

ELECTIVE UNITS	
Accommodation Services	
SITHACS001B	Provide accommodation reception services
SITHACS002B	Conduct night audit
SITHACS003A	Provide porter services
SITHACS004B	Provide housekeeping services to guests
SITHACS005B	Prepare rooms for guests
SITHACS006B	Clean premises and equipment
SITHACS007B	Launder linen and guest clothes
SITHACS008B	Provide valet service
Administration	
SITXADM001A	Perform office procedures
SITXADM002A	Source and present information
SITXADM003A	Write business documents
SITXADM004A	Plan and manage meetings
BSBRES401A	Analyse and present research information

Asian Cookery

SITHASC001A	Use basic Asian methods of cookery
SITHASC002A	Produce appetisers and snacks for Asian cuisines
SITHASC003A	Prepare stocks and soups for Asian cuisines
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines
SITHASC005A	Prepare salads for Asian cuisines
SITHASC006A	Prepare rice and noodles for Asian cuisines
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines
SITHASC008B	Prepare desserts for Asian cuisines
SITHASC009A	Prepare curry paste and powder for Asian cuisines
SITHASC010A	Prepare satay for Asian cuisines
SITHASC011A	Prepare vegetarian dishes for Asian cuisines
SITHASC012A	Select, prepare and serve specialised Asian cuisines
SITHASC013B	Plan menus for Asian cuisines
SITHASC014A	Design and operate an Asian kitchen
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and steamed dishes
SITHASC017A	Prepare and produce Japanese one pot cookery
SITHASC018A	Prepare and produce Japanese rice cookery

SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats
SITHASC020A	Prepare and produce Chinese dim sum
SITHASC021A	Prepare and produce Chinese roast meat cuts and poultry
SITHASC022A	Prepare and produce tandoori food items
SITHASC023A	Prepare and produce Indian breads
SITHASC024A	Prepare and produce Indian sweetmeats
SITHASC025A	Prepare and produce Indian chutney and pickles
SITHASC026A	Prepare and produce Indonesian crackers
Client and Customer Service	
SITXCCS001B	Provide visitor information
SITXCCS004A	Provide club reception services
SIRXCCS001A	Apply point-of-sale handling procedures

Commercial Cookery and Catering

SITHCCC001B	Organise and prepare food
SITHCCC002A	Present food
SITHCCC003B	Receive and store kitchen supplies
SITHCCC004B	Clean and maintain kitchen premises
SITHCCC005A	Use basic methods of cookery
SITHCCC006A	Prepare appetisers and salads
SITHCCC007A	Prepare sandwiches
SITHCCC008A	Prepare stocks, sauces and soups
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes
SITHCCC010A	Select, prepare and cook poultry
SITHCCC011A	Select, prepare and cook seafood
SITHCCC012A	Select, prepare and cook meat
SITHCCC013A	Prepare hot and cold desserts
SITHCCC014A	Prepare pastries, cakes and yeast goods
SITHCCC015A	Plan and prepare food for buffets
SITHCCC016A	Develop cost-effective menus
SITHCCC017A	Organise bulk cooking operations
SITHCCC018A	Prepare pâtés and terrines
SITHCCC019A	Plan, prepare and display a buffet
SITHCCC020B	Prepare portion-controlled meat cuts
SITHCCC021B	Handle and serve cheese
SITHCCC022A	Prepare chocolate and chocolate confectionery
SITHCCC023B	Select, prepare and serve specialised food items

SITHCCC024B	Select, prepare and serve specialised cuisines
SITHCCC025A	Monitor catering revenue and costs
SITHCCC026A	Establish and maintain quality control of food
SITHCCC027A	Prepare cook and serve food for food service
SITHCCC028A	Prepare, cook and serve food for menus
SITHCCC029A	Prepare foods according to dietary and cultural needs
SITHCCC030A	Package prepared foodstuffs
SITHCCC031A	Operate a fast food outlet
SITHCCC032A	Apply cook-chill production processes
SITHCCC033B	Apply catering control principles
SITHCCC034A	Apply cook-freeze production processes
SITHCCC035A	Develop menus to meet special dietary and cultural needs
SITHCCC036B	Select catering systems
SITHCCC037C	Manage facilities associated with commercial catering contracts
SITHCCC038B	Plan catering for an event or function
SITHCCC039B	Prepare tenders for catering contracts
SITHCCC040A	Design menus to meet market needs

Communication and Teamwork**SITXCOM004A****Communicate on the telephone****SITXCOM005A****Make presentations****SITXCOM006A****Address protocol requirements****Computer Operations and ICT Management****BSBITU309A****Produce desktop published documents****BSBITU301A****Create and use databases****BSBITU302A****Create electronic presentations****BSBITA401A****Design databases****BSBITU402A****Develop and use complex spreadsheets****BSBITU102A****Develop keyboard skills****BSBWOR204A****Use business technology****BSBITU201A****Produce simple word processed documents****BSBITU306A****Design and produce business documents****BSBITU203A****Communicate electronically****BSBITU203A****Communicate electronically****CUFIMA01A****Produce and manipulate digital images****ICAS1193B****Connect a workstation to the internet****ICAS2017B****Maintain system integrity**

Environmental Sustainability	
SITXENV001A	Participate in environmentally sustainable work practices
SITXENV002A	Implement and monitor environmentally sustainable work practices
SITXENV003A	Develop workplace policy and procedures for sustainability
Events	
SITXEVT001B	Develop and update event industry knowledge
SITXEVT005B	Organise in-house events or functions
SITXEVT006A	Research and evaluate event industry trends and practices
SITXEVT007B	Determine event feasibility
SITXEVT008A	Plan and develop event proposals and bids
Finance	
SITXFIN001A	Process financial transactions
SITXFIN002A	Maintain financial records
SITXFIN006A	Obtain and manage sponsorship
BSBFIA302A	Process payroll
BSBFIA303A	Process accounts payable and receivable
BSBFIA304A	Maintain a general ledger
BSBFIA401A	Prepare financial reports
BSBFIM502A	Manage payroll

First Aid**HLTFA301B****Apply first aid****HLTFA302A****Provide first aid in remote situation**

Food and Beverage

SITHFAB001C	Clean and tidy bar areas
SITHFAB002C	Operate a bar
SITHFAB003A	Serve food and beverage to customers
SITHFAB004A	Provide food and beverage service
SITHFAB005A	Provide table service of alcoholic beverages
SITHFAB007A	Complete retail liquor sales
SITHFAB008A	Provide room service
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010C	Prepare and serve non-alcoholic beverages
SITHFAB011A	Develop and update food and beverage knowledge
SITHFAB012B	Prepare and serve espresso coffee
SITHFAB013A	Provide specialist advice on food
SITHFAB015A	Prepare and serve cocktails
SITHFAB016A	Plan and monitor espresso coffee service
SITHFAB017A	Provide gueridon service
SITHFAB018A	Provide silver service
SITHFAB222A	Conduct a product tasting for alcoholic beverages
SITHFAB428A	Manage the sale or service of wine
SITHFAB323A	Provide advice on beers, spirits and liqueurs
SITHFAB324A	Provide specialised advice on food and beverage matching
SITHFAB325A	Provide specialised advice on Australian wines

SITHFAB326A	Provide specialised advice on imported wines
SITHFAB227A	Operate and monitor cellar systems
Food Safety	
SITXFSA001A	Implement food safety procedures
SITXFSA002A	Develop and implement a food safety program
SITXFSA003A	Transport and store food in a safe and hygienic manner
Franchising	
BSBFRA401B	Manage compliance with franchisee obligations and legislative requirements
BSBFRA403B	Manage relationship with franchisor
BSBFRA502B	Manage a franchise operation

Gaming

SITHGAM001A	Attend gaming machines
SITHGAM002A	Operate a TAB outlet
SITHGAM003A	Conduct a Keno game
SITHGAM004B	Analyse and report on gaming machine data
SITHGAM005A	Develop and manage gaming activities
SITHGAM006A	Provide responsible gambling services
SITHGAM007A	Operate table games
SITHGAM008A	Deal a Baccarat game
SITHGAM009A	Conduct a Big Wheel game
SITHGAM010A	Deal a Blackjack game
SITHGAM011A	Deal a Poker game
SITHGAM012A	Deal a Pontoon game
SITHGAM013A	Conduct a Rapid Roulette game
SITHGAM014A	Conduct a Roulette game
SITHGAM015A	Conduct a Sic Bo game
SITHGAM016A	Spruik at a games location

Human Resource Management

SITXHRM004A	Manage volunteers
SITXHRM008A	Manage workplace relations
SITXHRM009A	Provide mentoring support to business colleagues

Inventory	
SITXINV003A	Manage and purchase stock
Languages other than English	
SITXLAN3__A	Conduct workplace oral communication in a language other than English
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English
SITXLAN5__A	Read and write workplace information in a language other than English
SITXLAN6__A	Read and write workplace documents in a language other than English
Merchandising	
SIRXMER001A	Merchandise products
Management and Leadership	
SITXMGT003A	Manage projects
SITXMGT005A	Manage business risk

Marketing and Public Relations

SITXMPR001A	Coordinate production of brochures and marketing materials
SITXMPR002A	Create a promotional display or stand
SITXMPR003A	Plan and implement sales activities
SITXMPR004A	Coordinate marketing activities
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry
BSBMKG401B	Profile the market

Occupational Health and Safety

SITXOHS003B	Identify hazards, and assess and control safety risks
--------------------	--------------------------------------------------------------

Patisserie	
SITHPAT001A	Prepare and produce pastries
SITHPAT002A	Prepare and produce cakes
SITHPAT003A	Prepare and produce yeast goods
SITHPAT004A	Prepare bakery products for patisseries
SITHPAT005A	Prepare and present gateaux, torten and cakes
SITHPAT006A	Present desserts
SITHPAT007A	Prepare and display petits fours
SITHPAT008A	Prepare and model marzipan
SITHPAT009A	Prepare desserts to meet special dietary requirements
SITHPAT010A	Prepare and display sugar work
SITHPAT011A	Plan, prepare and display sweet buffet showpieces
SITHPAT012A	Plan patisserie operations
Quality and Innovation	
SITXQUA001A	Contribute to workplace improvements
SITXQUA002A	Originate and develop a concept
SIRXQUA001A	Develop innovative ideas at work
SIRXQUA002A	Lead a team to foster innovation
SIRXQUA003A	Create an innovative work environment
SIRXQUA004A	Set up systems that support innovation

Risk Management and Security

CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3017A	Plan and conduct evacuation of premises
CPPSEC3018A	Provide for the safety of persons at risk
SIRXRSK001A	Minimise theft
SITXCCS305A	Provide lost and found facility

Sales

SIRXSLS001A	Sell products and services
SIRXSLS002A	Advise on products and services

Tourism Sales and Operations

SITTTSL001A	Operate an online information system
SITTTSL002A	Access and interpret product information
SITTTSL005A	Sell tourism products and services
SITTTSL006B	Prepare quotations
SITTTSL007B	Receive and process reservations
SITTTSL008B	Book and coordinate supplier services
SITTTSL009B	Process travel-related documentation
SITTTSL010B	Control reservations or operations using a computerised system
SITTTSL011A	Maintain a product inventory

Working in Industry - Hospitality

SITHIND001B

Develop and update hospitality industry knowledge

Examples of elective units relevant to specific job outcomes and contexts at this level are as follows:

Food and beverage manager in a hotel

SITHCCC038B Plan catering for an event or function
SITHFAB001C Clean and tidy bar areas
SITHFAB002C Operate a bar
SITHFAB004A Provide food and beverage service
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHFAB010C Prepare and serve non-alcoholic beverages
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITHFAB013A Provide specialist advice on food
SITHFAB015A Prepare and serve cocktails
SITHFAB324A Provide specialised advice on food and beverage matching
SITHFAB325A Provide specialised advice on Australian wines
SITHFAB326A Provide specialised advice on imported wines
SITXCOM006A Address protocol requirements
SITXEVT001B Develop and update event industry knowledge
SITXEVT005B Organise in-house events or functions
SITXINV003A Manage and purchase stock

Executive chef

BSBWOR204A Use business technology
BSBITU201A Produce simple word processed documents
HLTFA301B Apply first aid
SITHCCC015A Plan and prepare food for buffets
SITHCCC016A Develop cost-effective menus
SITHCCC019A Plan, prepare and display a buffet
SITHCCC025A Monitor catering revenue and costs
SITHCCC026A Establish and maintain quality control of food
SITHCCC027A Prepare, cook and serve food for food service
SITHCCC028A Prepare, cook and serve food for menus
SITHCCC029A Prepare foods according to dietary and cultural needs
SITHCCC036B Select catering systems
SITHCCC038B Plan catering for an event or function
SITHCCC040A Design menus to meet market needs
SITHFAB013A Provide specialist advice on food
SITXENV002A Implement and monitor environmentally sustainable work practices
SITXFSA002A Develop and implement a food safety program
SITXINV003A Manage and purchase stock

Secretary or manager in a club

BSBWOR204A Use business technology
BSBITU201A Produce simple word processed documents
ICPMM263A Access and use the Internet
CPPSEC3017A Plan and conduct evacuation of premises
SITHFAB001C Clean and tidy bar areas

SITHFAB002C Operate a bar
SITHFAB009A Provide responsible service of alcohol
SITHGAM001A Attend gaming machines
SITHGAM002A Operate a TAB outlet
SITHGAM003A Conduct a Keno game
SITHGAM004B Analyse and report on gaming machine data
SITHGAM005A Develop and manage gaming activities
SITHGAM006A Provide responsible gambling services
SITXCOM005A Make presentations
SITXEVT005B Organise in-house events or functions
SITXHRM008A Manage workplace relations
SITXINV003A Manage and purchase stock
SITXCCS004A Provide club reception services
Owner of cafe or small restaurant (who is not a cook)
BSBWOR204A Use business technology
BSBITU201A Produce simple word processed documents
SITHCCC001B Organise and prepare food
SITHCCC002A Present food
SITHCCC038B Plan catering for an event or function
SITHCCC040A Design menus to meet market needs
SITHFAB001C Clean and tidy bar areas
SITHFAB002C Operate a bar
SITHFAB004A Provide food and beverage service
SITHFAB005A Provide table service of alcoholic beverages
SITHFAB009A Provide responsible service of alcohol
SITHFAB010C Prepare and serve non-alcoholic beverages
SITHFAB011A Develop and update food and beverage knowledge
SITHFAB012B Prepare and serve espresso coffee
SITHFAB016A Plan and monitor espresso coffee service
SITXEVT005B Organise in-house events or functions
SITXFSA002A Develop and implement a food safety program
SITXINV003A Manage and purchase stock
Motel owner or manager
BSBFIM502A Manage payroll
BSBWOR204A Use business technology
ICPMM263A Access and use the Internet
SITHACS001B Provide accommodation reception services
SITHACS005B Prepare rooms for guests
SITHACS006B Clean premises and equipment
SITTTSL007B Receive and process reservations
SITTTSL010B Control reservations or operations using a computerised system
SITXADM001A Perform office procedures
SITXADM003A Write business documents
SITXCCS001B Provide visitor information
SITXFIN001A Process financial transactions
SITXFIN002A Maintain financial records
SITXHRM008A Manage workplace relations
SITXMGT005A Manage business risk

SITXMPR003A Plan and implement sales activities

SITXMPR004A Coordinate marketing activities

SITXMPR006A Participate in cooperative online marketing initiatives for the tourism industry

Area manager or operations manager for a large catering company

BSBWOR204A Use business technology

SITHCCC029A Prepare foods according to dietary and cultural needs

SITHCCC033B Apply catering control principles

SITHCCC035A Develop menus to meet special dietary and cultural needs

SITHCCC036B Select catering systems

SITHCCC037C Manage facilities associated with commercial catering contracts

SITHCCC038B Plan catering for an event or function

SITHCCC039B Prepare tenders for catering contracts

SITXADM003A Write business documents

SITXENV002A Implement and monitor environmentally sustainable work practices

SITXEVT005B Organise in-house events or functions

SITXEVT006A Research and evaluate event industry trends and practices

SITXEVT007B Determine event feasibility

SITXEVT008A Plan and develop event proposals and bids

SITXFIN002A Maintain financial records

SITXHRM008A Manage workplace relations

SITXMGT003A Manage projects

SITXMGT005A Manage business risk