SIT50416 Diploma of Hospitality Management

Modification History
Not applicable.

Qualification Description
This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include:
- banquet or function manager
- bar manager
- café manager
- chef de cuisine
- chef patissier
- club manager
- executive housekeeper
- front office manager
- gaming manager
- kitchen manager
- motel manager
- restaurant manager
- sous chef
- unit manager catering operations.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements
There are no entry requirements for this qualification.
Packaging Rules

28 units must be completed:

- 13 core units
- 15 elective units, consisting of:
  - 1 unit from Group A
  - 1 unit from Group B
  - 8 units from Group C
  - 5 units from Group C, elsewhere in the SIT Training Package, or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

BSBDIV501  Manage diversity in the workplace
BSBMGT517  Manage operational plan
SITXCCS007  Enhance customer service experiences
SITXCCS008  Develop and manage quality customer service practices
SITXCOM005  Manage conflict
SITXF003  Manage finances within a budget
SITXF004  Prepare and monitor budgets
SITXGLC001  Research and comply with regulatory requirements
SITXHRM002  Roster staff
SITXHRM003  Lead and manage people
SITXMGT001  Monitor work operations
SITXMGT002  Establish and conduct business relationships
SITXWH003  Implement and monitor work health and safety practices

Elective units

Group A

SITHIND001  Use hygienic practices for hospitality service
SITXFS001 Use hygienic practices for food safety

**Group B**

SITHCCC020 Work effectively as a cook
SITHIND004 Work effectively in hospitality service
SITHKOP005 Coordinate cooking operations

**Group C**

**Accommodation Services—Front Office, Housekeeping and Porting**

CPPCLO2001A Maintain hard floor surfaces
CPPCLO2004A Maintain carpeted floors
CPPCLO2009A Clean glass surfaces
CPPCLO2010A Clean ceiling surfaces and fittings
CPPCLO2017A Clean wet areas
CPPCLO2019A Sort and remove waste and recyclable materials
CPPCLO2035A Maintain cleaning storage areas
CPPCLO3013A Clean window coverings
CPPCLO3016A Wash furniture and fittings
SITHACS001 Clean premises and equipment
SITHACS002 Provide housekeeping services to guests
SITHACS003 Prepare rooms for guests
SITHACS004 Launder linen and guest clothes
SITHACS005 Provide porter services
SITHACS006 Provide valet services
SITHACS007 Conduct night audit
SITHACS008 Provide accommodation reception services
SITTTSL002 Access and interpret product information
SITTTSL005 Sell tourism products and services
SITTTSL006  Prepare quotations
SITTTSL007  Process reservations
SITTTSL010  Use a computerised reservations or operations system

**Administration**

BSBADM502  Manage meetings
BSBRES401  Analyse and present research information

**Asian Cookery**

SITHASC001  Prepare dishes using basic methods of Asian cookery
SITHASC002  Prepare Asian appetisers and snacks
SITHASC003  Prepare Asian stocks and soups
SITHASC004  Prepare Asian sauces, dips and accompaniments
SITHASC005  Prepare Asian salads
SITHASC006  Prepare Asian rice and noodles
SITHASC007  Prepare curry pastes and powders
SITHASC008  Prepare Asian cooked dishes
SITHASC009  Prepare Asian desserts
SITHASC010  Produce Japanese cooked dishes
SITHASC011  Prepare sashimi
SITHASC012  Prepare sushi
SITHASC013  Prepare Japanese desserts
SITHASC014  Prepare dim sum
SITHASC015  Prepare Chinese roast meat and poultry dishes
SITHASC016  Prepare tandoori dishes
SITHASC017  Prepare Indian breads
SITHASC018  Prepare Indian sweetmeats
SITHASC019  Prepare Indian pickles and chutneys

**Client and Customer Service, Crisis Management**

SITXCCS002  Provide visitor information
SITXCCS004  Provide lost and found services
SITXCCS005  Provide club reception services
SITXCR1001  Respond to a customer in crisis

**Commercial Cookery and Catering**

SITHCCC001  Use food preparation equipment
SITHCCC003  Prepare and present sandwiches
SITHCCC004  Package prepared foodstuffs
SITHCCC005  Prepare dishes using basic methods of cookery
SITHCCC006  Prepare appetisers and salads
SITHCCC007  Prepare stocks, sauces and soups
SITHCCC008  Prepare vegetable, fruit, egg and farinaceous dishes
SITHCCC009  Produce cook-chill and cook-freeze foods
SITHCCC010  Re-thermalise chilled and frozen foods
SITHCCC012  Prepare poultry dishes
SITHCCC013  Prepare seafood dishes
SITHCCC014  Prepare meat dishes
SITHCCC015  Produce and serve food for buffets
SITHCCC016  Produce pates and terrines
SITHCCC017  Handle and serve cheese
SITHCCC018  Prepare food to meet special dietary requirements
SITHCCC019  Produce cakes, pastries and breads
SITHCCC021  Prepare specialised food items
SITHCCC022  Prepare portion-controlled meat cuts and meat products

**Communication and Teamwork**

BSBCMM401  Make a presentation
SITXCOM004  Address protocol requirements

**Computer Operations and ICT Management**

BSBITU301  Create and use databases
BSBITU302  Create electronic presentations
BSBITU306  Design and produce business documents
BSBITU402  Develop and use complex spreadsheets

**E-Business**

BSBEBU501  Investigate and design e-business solutions
SITXEB002  Develop, implement and monitor the use of social media in a business

**Environmental Sustainability**

BSBSUS501  Develop workplace policy and procedures for sustainability

**Events**

SITEEVT001  Source and use information on the events industry
SITEEVT005  Plan in-house events or functions
SITEEVT008  Manage event staging components
SITEEVT010  Manage on-site event operations

**Finance**

BSBFIA302  Process payroll
BSBFIA303  Process accounts payable and receivable
BSBFIA304  Maintain a general ledger
BSBFIA401  Prepare financial reports
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>BSBFIM502</td>
<td>Manage payroll</td>
</tr>
<tr>
<td>SITXFIN001</td>
<td>Process financial transactions</td>
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<tr>
<td>SITXFIN002</td>
<td>Interpret financial information</td>
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<tr>
<td><strong>First Aid</strong></td>
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<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
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<tr>
<td><strong>Food and Beverage</strong></td>
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<tr>
<td>SITHFAB002</td>
<td>Provide responsible service of alcohol</td>
</tr>
<tr>
<td>SITHFAB003</td>
<td>Operate a bar</td>
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<tr>
<td>SITHFAB004</td>
<td>Prepare and serve non-alcoholic beverages</td>
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<tr>
<td>SITHFAB005</td>
<td>Prepare and serve espresso coffee</td>
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<tr>
<td>SITHFAB006</td>
<td>Provide room service</td>
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<tr>
<td>SITHFAB007</td>
<td>Serve food and beverage</td>
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<tr>
<td>SITHFAB008</td>
<td>Operate and monitor cellar systems</td>
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<tr>
<td>SITHFAB009</td>
<td>Conduct a product tasting for alcoholic beverages</td>
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<tr>
<td>SITHFAB010</td>
<td>Prepare and serve cocktails</td>
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<tr>
<td>SITHFAB011</td>
<td>Provide advice on beers, spirits and liqueurs</td>
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<tr>
<td>SITHFAB012</td>
<td>Provide advice on Australian wines</td>
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<tr>
<td>SITHFAB013</td>
<td>Provide advice on imported wines</td>
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<tr>
<td>SITHFAB014</td>
<td>Provide table service of food and beverage</td>
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<tr>
<td>SITHFAB015</td>
<td>Provide silver service</td>
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<tr>
<td>SITHFAB016</td>
<td>Provide advice on food</td>
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<tr>
<td>SITHFAB017</td>
<td>Provide advice on food and beverage matching</td>
</tr>
<tr>
<td>SITHFAB018</td>
<td>Provide gueridon service</td>
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<tr>
<td>SITHFAB019</td>
<td>Plan and monitor espresso coffee service</td>
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<tr>
<td>SITHFAB020</td>
<td>Manage the sale or service of wine</td>
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<tr>
<td><strong>Food Safety</strong></td>
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SITXFSA001  Use hygienic practices for food safety
SITXFSA002  Participate in safe food handling practices
SITXFSA003  Transport and store food
SITXFSA004  Develop and implement a food safety program

Franchising
BSBFRA502  Manage a franchise operation

Gaming
SITHGAM001  Provide responsible gambling services
SITHGAM002  Attend gaming machines
SITHGAM003  Operate a TAB outlet
SITHGAM004  Conduct Keno games
SITHGAM005  Analyse and report on gaming machine data
SITHGAM006  Deal Baccarat games
SITHGAM007  Conduct Big Wheel games
SITHGAM008  Deal Blackjack games
SITHGAM009  Deal Poker games
SITHGAM010  Deal Pontoon games
SITHGAM011  Conduct Rapid Roulette games
SITHGAM012  Conduct Roulette games
SITHGAM013  Conduct Sic Bo games
SITHGAM014  Manage gaming activities
SITHGAM015  Attend casino gaming machines
SITHGAM016  Deal Caribbean Stud games
SITHGAM017  Deal Casino War games
SITHGAM018  Deal Mississippi Stud games
SITHGAM019  Conduct Rapid Baccarat games
SITHGAM020  Conduct Rapid Big Wheel games
SITHGAM021  Deal Three Card Poker games

**Human Resource Management**
SITXHRM004  Recruit, select and induct staff
SITXHRM005  Manage volunteers
SITXHRM006  Monitor staff performance

**Inventory**
SITXINV002  Maintain the quality of perishable items
SITXINV003  Purchase goods
SITXINV004  Control stock

**Kitchen Operations**
SITHKOP003  Plan and display buffets
SITHKOP004  Develop menus for special dietary requirements
SITHKOP005  Coordinate cooking operations
SITHKOP006  Plan catering for events or functions
SITHKOP007  Design and cost menus
SITHKOP008  Select catering systems

**Languages other than English**
SITXLAN003  Conduct oral communication in a language other than English
SITXLAN004  Conduct complex oral communication in a language other than English
SITXLAN005  Read and write information in a language other than English
SITXLAN006  Read and write documents in a language other than English

**Management and Leadership**
BSBRSK501  Manage risk

**Marketing and Public Relations**

BSBMKG401  Profile the market
SITXMPR001  Coordinate production of brochures and marketing materials
SITXMPR002  Create a promotional display or stand
SITXMPR003  Plan and implement sales activities
SITXMPR004  Coordinate marketing activities
SITXMPR005  Participate in cooperative online marketing initiatives
SITXMPR006  Obtain and manage sponsorship
SITXMPR007  Develop and implement marketing strategies

**Patisserie**

SITHPAT001  Produce cakes
SITHPAT002  Produce gateaux, torten and cakes
SITHPAT003  Produce pastries
SITHPAT004  Produce yeast-based bakery products
SITHPAT005  Produce petits fours
SITHPAT006  Produce desserts
SITHPAT007  Prepare and model marzipan
SITHPAT008  Produce chocolate confectionery
SITHPAT009  Model sugar-based decorations
SITHPAT010  Design and produce sweet buffet showpieces

**Planning and Product Development**

SITTPPD001  Package tourism products
SITTPPD003  Coordinate and operate sustainable tourism activities
SITTPPD004  Develop in-house recreational activities
SITTPPD005  Develop host community awareness of tourism
SITTPPD007  Research and analyse tourism data

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

Work Health and Safety
SITXWHS002  Identify hazards, assess and control safety risks

Working in Industry
SITHIND001  Use hygienic practices for hospitality service
SITHIND002  Source and use information on the hospitality industry
SITHIND004  Work effectively in hospitality service

Qualification Mapping Information
SIT50313 Diploma of Hospitality

Links