Australian Government

SIT50416 Diploma of Hospitality Management

Release 2

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Modification History

Release 2	Release 2 Supersedes and is equivalent to SIT50416 Diploma of Hospitality Management release 1. Minor change to update First Aid units of competency.

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
SITXFIN003	Manage finances within a budget
SITXFIN004	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
SITXWHS003	Implement and monitor work health and safety practices

SkillsIQ

Elective units

Group A

| SITHIND001 | Use hygienic practices for hospitality service |
| SITXFSA001 | 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

SkillsIQ

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
SITXCRI001	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 |
| SITXEBS002 | 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
BSBFIM502	Manage payroll
SITXFIN001	Process financial transactions
SITXFIN002	Interpret financial information

First Aid

| HLTAID011 | Provide first aid |

Food and Beverage

SITHFAB002	Provide responsible service of alcohol
SITHFAB003	Operate a bar
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHFAB006	Provide room service
SITHFAB007	Serve food and beverage
SITHFAB008	Operate and monitor cellar systems
SITHFAB009	Conduct a product tasting for alcoholic beverages
SITHFAB010	Prepare and serve cocktails
SITHFAB011	Provide advice on beers, spirits and liqueurs
SITHFAB012	Provide advice on Australian wines
SITHFAB013	Provide advice on imported wines
SITHFAB014	Provide table service of food and beverage
SITHFAB015	Provide silver service
SITHFAB016	Provide advice on food
SITHFAB017	Provide advice on food and beverage matching
SITHFAB018	Provide gueridon service

SkillsIQ

| SITHFAB019 | Plan and monitor espresso coffee service |
| SITHFAB020 | Manage the sale or service of wine |

Food Safety

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

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694