



**Australian Government**

# **SITSS00034 Business Management**

**Release 1**

# SITSS00034 Business Management

## Modification History

Not applicable.

## Description

A set of business management skills to equip individuals for work in any sector of the tourism, travel and hospitality industry.

## Pathways Information

Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, holiday parks and resorts in the SIT Tourism, Travel and Hospitality Training Package and qualifications in the BSB Business Services Training Package.

## Licensing/Regulatory Information

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

## Skill Set Requirements

Unit code	Unit title
BSBWRT401	Write complex documents
SITXCCS008	Develop and manage quality customer service practices
SITXCOM005	Manage conflict
SITXFIN003	Manage finances within a budget
SITXFIN004	Prepare and monitor budgets
SITXHRM003	Lead and manage people
SITXMGT001	Monitor work operations
SITXMGT002	Establish and conduct business relationships
SITXWHS003	Implement and monitor work health and safety practices

## **Target Group**

This skill set is for those tourism, travel and hospitality, industry personnel with frontline operational skills who require business management skills.

## **Suggested words for Statement of Attainment**

These units of competency from the SIT Tourism, Travel and Hospitality Training Package provide a set of business management skills to work in the tourism, travel and hospitality industry.