



Australian Government

Department of Education, Employment and Workplace Relations

SIT07 Tourism, Hospitality and Events Training Package

Release: 3.0

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Modification History

The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

Version	Release date	Comments
3	May 2012	<p>NSSC endorsement of the change to the SIT30207 qualification title to Certificate III in Travel, generating an update in the code to SIT30212. No change in qualification structure.</p> <p>ISC upgrade for the updating of the following superseded elective imported units in SIT30212 to their current equivalent versions:</p> <ul style="list-style-type: none"> • BSBCUS401A Coordinate implementation of customer service strategies updated to BSBCUS401B Coordinate implementation of customer service strategies • BSBITU302A Create electronic presentations updated to BSBITU302B Create electronic presentations. <p>Mandatory Text and mapping information updated.</p>
2.3	January 2011	<p>General: The elective list for most qualifications broadened to include selection from other Training Packages and accredited courses.</p> <p>Minor editorial changes made to:</p> <ul style="list-style-type: none"> • Version modification history table to ensure consistency across the Training Package. • Qualification requirements table to ensure consistency across the Training Package. <p>Hospitality: The following changes made to SIT20207 Certificate II in Hospitality:</p> <ul style="list-style-type: none"> • Specialisation units re-categorised as elective groups. <p>The following changes made to SIT30707 Certificate III in Hospitality:</p> <ul style="list-style-type: none"> • Specialisation units re-categorised as elective groups. <p>Minor editorial changes made to:</p> <ul style="list-style-type: none"> • Qualification rules for SIT10307 Certificate I in Hospitality (Kitchen Operations). • Unit descriptor for unit SITHASC014A Design and operate

Version	Release date	Comments
		<p>an Asian kitchen.</p> <ul style="list-style-type: none"> • Range statement for unit SITHCCC010A Select, prepare and cook poultry. • Performance Criteria for unit SITHCCC026A Establish and maintain quality control of food. • Unit descriptor for unit SITHCCC040A Design menus to meet market needs. • SITHFAB002B Operate a bar reference in unit SITHFAB011A Develop and update food and beverage knowledge. • Element 2.5 for unit SITHGAM001A Attend gaming machines. <p>Skills for sustainability embedded into the following Hospitality units:</p> <ul style="list-style-type: none"> • SITHACS001A Provide accommodation reception services • SITHACS002A Conduct night audit • SITHACS003A Provide porter services • SITHACS004A Provide housekeeping services to guests • SITHACS005A Prepare rooms for guests • SITHACS006A Clean premises and equipment • SITHACS007A Launder linen and guest clothes • SITHACS008A Provide valet service • SITHASC008A Prepare desserts for Asian cuisines • SITHASC013A Plan menus for Asian cuisines • SITHASC015A Prepare and produce Japanese raw fish (sashimi) • SITHASC019A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats • SITHASC023A Prepare and produce Indian breads • SITHASC024A Prepare and produce Indian sweetmeats • SITHASC025A Prepare Indian pickles and chutneys • SITHASC026A Prepare and produce Indonesian crackers • SITHCCC001A Organise and prepare food • SITHCCC003A Receive and store kitchen supplies • SITHCCC004A Clean and maintain kitchen premises • SITHCCC016A Develop cost effective menus • SITHCCC020A Prepare portion-controlled meat cuts

Version	Release date	Comments
		<ul style="list-style-type: none"> • SITHCCC021A Handle and serve cheese • SITHCCC023A Select, prepare and serve specialised food items • SITHCCC024A Select, prepare and serve specialised cuisines • SITHCCC025A Monitor catering revenue and costs • SITHCCC033A Apply catering control principles • SITHCCC035A Develop menus to meet special dietary and cultural needs • SITHCCC036A Select catering systems • SITHCCC037B Manage facilities associated with commercial catering contracts • SITHCCC038B Plan catering for an event or function • SITHCCC039A Prepare tenders for catering contracts • SITHFAB001B Clean and tidy bar areas • SITHFAB002B Operate a bar • SITHFAB004A Provide food and beverage service • SITHFAB010B Prepare and serve non alcoholic beverages • SITHFAB012A Prepare and serve espresso coffee • SITHFAB016A Plan and monitor espresso coffee service • SITHFAB227A Operate and monitor cellar systems • SITHGAM004A Analyse and report on gaming machine data • SITHIND001A Develop and update hospitality industry knowledge <p>Version identifiers changed from A to B, or B to C, for the following units:</p> <ul style="list-style-type: none"> • SITHACS001B Provide accommodation reception services • SITHACS002B Conduct night audit • 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 • SITHASC008B Prepare desserts for Asian cuisines

Version	Release date	Comments
		<ul style="list-style-type: none"> • SITHASC013B Plan menus for Asian cuisines • SITHCCC001B Organise and prepare food • SITHCCC003B Receive and store kitchen supplies • SITHCCC004B Clean and maintain kitchen premises • SITHCCC020B Prepare portion-controlled meat cuts • SITHCCC021B Handle and serve cheese • SITHCCC023B Select, prepare and serve specialised food items • SITHCCC024B Select, prepare and serve specialised cuisines • SITHCCC033B Apply catering control principles • SITHCCC036B Select catering systems • SITHCCC037C Manage facilities associated with commercial catering contracts • SITHCCC039B Prepare tenders for catering contracts • SITHFAB001C Clean and tidy bar areas • SITHFAB002C Operate a bar • SITHFAB010C Prepare and serve non alcoholic beverages • SITHFAB012B Prepare and serve espresso coffee • SITHGAM004B Analyse and report on gaming machine data • SITHIND001B Develop and update hospitality industry knowledge <p>Tourism: The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales):</p> <ul style="list-style-type: none"> • The following units are removed from Specialisation Group A – International and added to the core of this qualification: SITTTSL003A Source and provide international destination information and advice, SITTTSL013A Construct normal international airfares, and SITTTSL014A Construct promotional international airfares. • The following units are removed from the core and added to the elective group of this qualification: BSBWOR204A Use business technology, SITXADM001A Perform office procedures, and SITXCOM004A Communicate on the telephone. <p>The following changes made to SIT30307 Certificate III in</p>

Version	Release date	Comments
		<p>Tourism (Tour Wholesaling):</p> <ul style="list-style-type: none"> Specialisation units re-categorised as core options. <p>The following changes made to SIT40207 Certificate IV in Tourism:</p> <ul style="list-style-type: none"> Specialisation units re-categorised as core options. <p>The following changes made to SIT50107 Diploma of Tourism:</p> <ul style="list-style-type: none"> Specialisation units re-categorised as core options. <p>Minor editorial changes made to:</p> <ul style="list-style-type: none"> Evidence Guide for unit SITTPPD002A Research tourism data. Required Skills and Knowledge for unit SITTPPD005A Plan and develop interpretive activities. SITTTSL015A Construct advanced international airfares to remove outdated references to Directional minimum checks (DMA), Country of payment minimum checks (COP), One way sub journey check (OSA), and Return sub journey check (RSA). <p>Skills for sustainability embedded into the following Tourism units:</p> <ul style="list-style-type: none"> SITTGDE001A Work as a guide SITTGDE003A Coordinate and operate a tour SITTGDE004A Lead tour groups SITTGDE005A Manage extended touring programs SITTGDE006A Prepare and present tour commentaries or activities SITTHPR301A Plan and organise daily work SITTHPR302A Plan and organise in-house recreational activities SITTIND001A Develop and update tourism industry knowledge SITTIND202A Develop and update caravan industry knowledge SITTPPD001A Research, assess and develop tourism products SITTPPD003A Source and package tourism products

Version	Release date	Comments
		<ul style="list-style-type: none"> • SITTPPD004A Plan and implement minimal impact operations • SITTPPD006A Plan and develop ecologically sustainable tourism operations • SITTPPD007A Plan and develop culturally appropriate tourism operations • SITTPPD008A Develop host community awareness of tourism • SITTPPD009A Assess tourism opportunities for local communities • SITTPPD010A Develop and implement local or regional tourism plan • SITTTOP001A Allocate tour resources • SITTTOP002A Load touring equipment and conduct pre departure checks • SITTTOP003A Operate and maintain a 4WD tour vehicle • SITTTOP004A Set up and operate a camp site • SITTTOP005A Provide camp site catering • SITTTOP006A Operate tours in a remote area • SITTTSL001A Operate an online information system • SITTTSL002A Access and interpret product information • SITTTSL003A Source and provide international destination information and advice. • SITTTSL004A Source and provide Australian destination information and advice • SITTTSL005A Sell tourism products and services • SITTTSL006A Prepare quotations • SITTTSL007A Receive and process reservations • SITTTSL008A Book and coordinate supplier services • SITTTSL009A Process travel related documentation • SITTTSL010A Control reservations or operations using a computerised system • SITTTSL011A Maintain a product inventory • SITTTSL012A Construct domestic airfares • SITTTSL013A Construct normal international airfares • SITTTSL014A Construct promotional international airfares • SITTTSL016A Administer billing and settlement plan

Version	Release date	Comments
		<ul style="list-style-type: none"> • SITTVAF001A Provide venue information and assistance • SITTVAF003A Operate a ride location • SITTVAF005A Operate a games location <p>Version identifiers changed from A to B for the following units:</p> <ul style="list-style-type: none"> • SITTGDE001B Work as a guide • SITTHPR301B Plan and organise daily work • SITTHPR302B Plan and organise in-house recreational activities • SITTIND001B Develop and update tourism industry knowledge • SITTIND202B Develop and update caravan industry knowledge • SITTPPD001B Research, assess and develop tourism products • SITTPPD003B Source and package tourism products • SITTPPD006B Plan and develop ecologically sustainable tourism operations • SITTTOP003B Operate and maintain a 4WD tour vehicle • SITTTOP004B Set up and operate a camp site • SITTTOP006B Operate tours in a remote area • 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 • SITTTSL012B Construct domestic airfares • SITTTSL013B Construct normal international airfares • SITTTSL014B Construct promotional international airfares • SITTTSL015B Construct advanced international airfares • SITTTSL016B Administer billing and settlement plan • SITTVAF005B Operate a games location <p>Events: The following changes made to SIT60207 Advanced Diploma</p>

Version	Release date	Comments
		<p>of Events:</p> <ul style="list-style-type: none"> The following units are removed from the core and added to the elective group of this qualification: SITXMPR005A Develop and manage marketing strategies, CUVADM08B Develop and manage public relations strategies. <p>Skills for sustainability embedded into the following Events units:</p> <ul style="list-style-type: none"> SITXEVT001A Develop and update event industry knowledge SITXEVT002A Provide event staging support SITXEVT003A Process and monitor event registrations SITXEVT004A Coordinate on site event registrations SITXEVT005A Organise in house events or functions SITXEVT007A Determine event feasibility SITXEVT008A Plan and develop event proposals and bids SITXEVT009A Develop event concepts SITXEVT010A Evaluate and address event regulatory requirements SITXEVT011A Develop crowd control plans and procedures SITXEVT012A Select event venues and sites SITXEVT015A Manage exhibitions SITXEVT016A Organise and monitor event infrastructure SITXEVT017A Provide on site event management services SITXEVT018A Develop a transport strategy for an event <p>Version identifiers changed from A to B for the following units:</p> <ul style="list-style-type: none"> SITXEVT001B Develop and update event industry knowledge SITXEVT002B Provide event staging support SITXEVT003B Process and monitor event registrations SITXEVT004B Coordinate on site event registrations SITXEVT005B Organise in house events or functions SITXEVT007B Determine event feasibility SITXEVT010B Evaluate and address event regulatory

Version	Release date	Comments
		<p>requirements</p> <ul style="list-style-type: none"> • SITXEVT015B Manage exhibitions • SITXEVT016B Organise and monitor event infrastructure • SITXEVT017B Provide on site event management services • SITXEVT018B Develop a transport strategy for an event
2.2	June 2010	<p>The following changes made to SIT10307 Certificate I in Hospitality (Kitchen Operations):</p> <ul style="list-style-type: none"> • The unit SITHIND001A Develop and update hospitality industry knowledge is removed from the core and added to the elective group of this qualification. • The unit SITXCOM002A Work in a socially diverse environment is removed from the core and added to the elective group of this qualification. <p>The following changes made to SIT30207 Certificate III in Tourism (Retail Travel Sales):</p> <ul style="list-style-type: none"> • The unit BSBITU306A Produce Business Documents is removed from the core and added to the elective group of this qualification. • Elective list broadened to include selection from other Training Packages and accredited courses.
2.1	March 2010	<ul style="list-style-type: none"> • Editorial changes made to the summary of units competency table and qualification rules lists in Volume 1 to ensure consistency in content across all tables.
2	14th December 2009	<p>Addition of four Holiday Parks and Resorts qualifications :</p> <ul style="list-style-type: none"> • SIT20509 Certificate II in Holiday Parks and Resorts • SIT31209 Certificate III in Holiday Parks and Resorts • SIT40809 Certificate IV in Holiday Parks and Resorts • SIT50409 Diploma of Holiday Parks and Resorts <p>Addition of four Holiday Parks and Resorts units of competency:</p> <ul style="list-style-type: none"> • SITTIND202A Develop and update caravan industry knowledge • SITTHPR301A Plan and organise daily work • SITTHPR302A Plan and organise in-house recreational activities

Version	Release date	Comments
		<ul style="list-style-type: none"> • SITTHPR303A Tow and site a recreational vehicle safely • Addition of seven Food and Beverage units: • SITHFAB222A Conduct a product tasting for alcoholic beverages • SITHFAB227A Operate and monitor cellar systems • 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 • SITHFAB428A Manage the sale or service of wine • Deletion of nine units: • CUFPOP02B Determine resource requirements for total production • CUFPOP05B Book and coordinate production resources • FDFCDSSTTA Conduct a standard product tasting • FDFCDSEVAB Evaluate wines (advanced) • FDFCDSEWB Evaluate wines (standard) • FDFCDSWTB Promote wine tourism information • SITHFAB006A Operate cellar systems • SITHFAB014A Provide specialist advice on wine • SITHFAB019A Manage wine for a wine outlet • Version identifiers changed from A to B for the following units: • SITHCCC037B Manage facilities associated with commercial catering contracts • SITHCCC038B Plan catering for an event or function • SITHFAB001B Clean and tidy bar areas • SITHFAB002B Operate a bar • SITHFAB010B Prepare and serve non-alcoholic beverages • SITXCCS001B Provide visitor information • SITXOHS001B Follow health, safety and security procedures • SITXOHS003B Identify hazards, and assess and control safety risks

Version	Release date	Comments
		<ul style="list-style-type: none"> SITXOHS004B Implement and monitor workplace health, safety and security practices <p>Imported units:</p> <ul style="list-style-type: none"> BSB01 Business Services Training Package replaced by updated versions from BSB07 Business Services Training Package. CUF01 Film, Television , Radio and Multi-Media Industry Training Package replaced by updated units from CUF07 Screen and Media Training Package. CUS01 Music Training Package replaced by updated units from CUS09 Music Training Package. PRS03 Asset Security Training Package replaced by updated versions from CPP07 Property Services Training Package PRSSO217A Provide lost and found facility from PRS03 Asset Security Training Package replaced by updated and equivalent version SITXCCS305A Provide lost and found facility from SIT07 Tourism, Hospitality and Events Training Package. RIIG2004A Operate small plant and equipment from RII06 Civil Construction Training Package replaced by updated and equivalent version RIISAM204A Operate small plant and equipment from RII09 Resources and Infrastructure Industry Training Package TDT02 Transport and Distribution Training Package replaced by updated versions from TLI07 Transport and Logistics Training Package. WFS02 Funeral Services Training Package replaced by updated versions from SIF08 Funeral Services Training Package. UEGNSG604A Fill gas cylinders added from UEG06 Gas Industry Training Package. Current versions of units imported from FNS04, CUE03, CUV03 and HLT07. <p>Skill sets added:</p> <ul style="list-style-type: none"> Barista Beverage specialist Essential business skills for a restaurant manager Responsible service of alcohol Sommelier

Version	Release date	Comments
		<ul style="list-style-type: none"> Mandatory text on Assessment Guidelines updated.
1	6 June 2008	Primary release Release date inserted to reflect date of publication on NTIS
1	Pre-release version March 2008	Primary release

SIT07 was endorsed on 25 November 2009

Imprint

SIT07 Tourism, Hospitality and Events Training Package

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Disclaimer

This work is the result of wide consultations with Australian industry participants. It is a collaborative view and may omit factors which could be pertinent in particular cases.

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Preliminary information

Important note to users

Training Packages are not static documents; they are amended periodically to reflect the latest industry practices and are version controlled. It is essential that the latest version is always used.

Check the version number before commencing training or assessment

This Training Package is Version 3 – check whether this is the latest version by going to the National Training Information Service (www.ntis.gov.au) and locating information about the Training Package. Alternatively, contact Service Skills Australia (www.serviceskills.com.au) to confirm the latest version number.

Explanation of version number conventions

The primary release Training Package is Version 1. When changes are made to a Training Package, sometimes the version number is changed and sometimes it is not, depending on the extent of the change. When a Training Package is reviewed it is considered to be a new Training Package for the purposes of version control, and is Version 1. Do not confuse the version number with the Training Package's national code (which remains the same during its period of endorsement).

Summary of SIT07 Training Package Version 3

Summary of AQF qualifications in SIT07 Training Package Version 3	
Code	Title
SIT10107	Certificate I in Tourism (Australian Indigenous Culture)
SIT10207	Certificate I in Hospitality
SIT10307	Certificate I in Hospitality (Kitchen Operations)
SIT20107	Certificate II in Tourism
SIT20207	Certificate II in Hospitality
SIT20307	Certificate II in Hospitality (Kitchen Operations)
SIT20407	Certificate II in Hospitality (Asian Cookery)

Summary of AQF qualifications in SIT07 Training Package Version 3	
Code	Title
SIT20509	Certificate II in Holiday Parks and Resorts
SIT30107	Certificate III in Tourism
SIT30212	Certificate III in Travel
SIT30307	Certificate III in Tourism (Tour Wholesaling)
SIT30407	Certificate III in Tourism (Visitor Information Services)
SIT30507	Certificate III in Tourism (Guiding)
SIT30607	Certificate III in Events
SIT30707	Certificate III in Hospitality
SIT30807	Certificate III in Hospitality (Commercial Cookery)
SIT30907	Certificate III in Hospitality (Asian Cookery)
SIT31007	Certificate III in Hospitality (Catering Operations)
SIT31107	Certificate III in Hospitality (Patisserie)
SIT31209	Certificate III in Holiday Parks and Resorts
SIT40107	Certificate IV in Tourism (Guiding)
SIT40207	Certificate IV in Tourism
SIT40307	Certificate IV in Hospitality
SIT40407	Certificate IV in Hospitality (Commercial Cookery)
SIT40507	Certificate IV in Hospitality (Asian Cookery)
SIT40607	Certificate IV in Hospitality (Catering Operations)
SIT40707	Certificate IV in Hospitality (Patisserie)
SIT40809	Certificate IV in Holiday Parks and Resorts
SIT50107	Diploma of Tourism
SIT50207	Diploma of Events

Summary of AQF qualifications in SIT07 Training Package Version 3	
Code	Title
SIT50307	Diploma of Hospitality
SIT50409	Diploma of Holiday Parks and Resorts
SIT60107	Advanced Diploma of Tourism
SIT60207	Advanced Diploma of Events
SIT60307	Advanced Diploma of Hospitality

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
Code	Title	Prerequisite
Cross-Sector units		
SITXADM001A	Perform office procedures	Nil
SITXADM002A	Source and present information	Nil
SITXADM003A	Write business documents	Nil
SITXADM004A	Plan and manage meetings	Nil
SITXCCS001B	Provide visitor information	Nil
SITXCCS002A	Provide quality customer service	Nil
SITXCCS003A	Manage quality customer service	Nil
SITXCCS004A	Provide club reception services	Nil
SITXCCS305A	Provide lost and found facility	Nil
SITXCOM001A	Work with colleagues and customers	Nil
SITXCOM002A	Work in a socially diverse environment	Nil
SITXCOM003A	Deal with conflict situations	Nil
SITXCOM004A	Communicate on the telephone	Nil
SITXCOM005A	Make presentations	Nil
SITXCOM006A	Address protocol requirements	Nil
SITXENV001A	Participate in environmentally sustainable work practices	Nil
SITXENV002A	Implement and monitor environmentally sustainable work practices	Nil
SITXENV003A	Develop workplace policy and procedures for sustainability	Nil
SITXFIN001A	Process financial transactions	Nil

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITXFIN002A	Maintain financial records	Nil
SITXFIN003A	Interpret financial information	Nil
SITXFIN004A	Manage finances within a budget	Nil
SITXFIN005A	Prepare and monitor budgets	Nil
SITXFIN006A	Obtain and manage sponsorship	Nil
SITXFIN007A	Manage physical assets	Nil
SITXFIN008A	Manage financial operations	Nil
SITXFSA001A	Implement food safety procedures	SITXOHS002A Follow workplace hygiene procedures
SITXFSA002A	Develop and implement a food safety program	SITXFSA001A Implement food safety procedures
SITXFSA003A	Transport and store food in a safe and hygienic manner	SITXOHS002A Follow workplace hygiene procedures SITXFSA001A Implement food safety procedures
SITXGLC001A	Develop and update legal knowledge required for business compliance	Nil
SITXHRM001A	Coach others in job skills	Nil
SITXHRM002A	Recruit, select and induct staff	Nil
SITXHRM003A	Roster staff	Nil
SITXHRM004A	Manage volunteers	Nil
SITXHRM005A	Lead and manage people	Nil
SITXHRM006A	Monitor staff performance	Nil
SITXHRM007A	Manage workplace diversity	Nil
SITXHRM008A	Manage workplace relations	Nil
SITXHRM009A	Provide mentoring support to business colleagues	Nil

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITXICT001A	Build and launch a website for a small business	Nil
SITXINV001A	Receive and store stock	Nil
SITXINV002A	Control and order stock	SITXINV001A Receive and store stock, or SITHCCC003B Receive and store kitchen supplies
SITXINV003A	Manage and purchase stock	Nil
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English	Nil
SITXLAN2__A	Conduct routine workplace oral communication in a language other than English	Nil
SITXLAN3__A	Conduct workplace oral communication in a language other than English	Nil
SITXLAN4__A	Conduct complex workplace oral communication in a language other than English	Nil
SITXLAN5__A	Read and write workplace information in a language other than English	Nil
SITXLAN6__A	Read and write workplace documents in a language other than English	Nil
SITXMGT001A	Monitor work operations	Nil
SITXMGT002A	Develop and implement operational plans	Nil
SITXMGT003A	Manage projects	Nil
SITXMGT004A	Develop and implement a business plan	Nil
SITXMGT005A	Manage business risk	Nil

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITXMGT006A	Establish and conduct business relationships	Nil
SITXMPR001A	Coordinate production of brochures and marketing materials	Nil
SITXMPR002A	Create a promotional display or stand	Nil
SITXMPR003A	Plan and implement sales activities	Nil
SITXMPR004A	Coordinate marketing activities	Nil
SITXMPR005A	Develop and manage marketing strategies	Nil
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry	Nil
SITXOHS001B	Follow health, safety and security procedures	Nil
SITXOHS002A	Follow workplace hygiene procedures	Nil
SITXOHS003B	Identify hazards, and assess and control safety risks	Nil
SITXOHS004B	Implement and monitor workplace health, safety and security practices	Nil
SITXOHS005A	Establish and maintain an OHS system	Nil
SITXQUA001A	Contribute to workplace improvements	Nil
SITXQUA002A	Originate and develop a concept	Nil
Tourism units		
SITTGDE001B	Work as a guide	Nil
SITTGDE002A	Provide arrival and departure assistance	Nil
SITTGDE003A	Coordinate and operate a tour	Nil

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITTGDE004A	Lead tour groups	Nil
SITTGDE005A	Manage extended touring programs	SITTGDE003A Coordinate and operate a tour SITTGDE004A Lead tour groups
SITTGDE006A	Prepare and present tour commentaries or activities	Nil – see unit for co-requisite requirements
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides	Nil – see unit for co-requisite requirements
SITTGDE008A	Research and share general information on Australian Indigenous cultures	Nil
SITTGDE009A	Interpret aspects of local Australian Indigenous culture	Nil
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape	Nil – see unit for co-requisite requirements
SITTGDE011A	Prepare specialised interpretive content on marine environments	Nil – see unit for co-requisite requirements
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage environments	Nil – see unit for co-requisite requirements
SITTHPR301B	Plan and organise daily work	Nil
SITTHPR302B	Plan and organise in-house recreational activities	Nil
SITTHPR303A	Tow and site a recreational vehicle safely	Nil
SITTIND001B	Develop and update tourism industry knowledge	Nil
SITTIND202B	Develop and update caravan industry knowledge	Nil
SITTPPD001B	Research, assess and develop tourism products	Nil

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITTPPD002A	Research tourism data	Nil
SITTPPD003B	Source and package tourism products	SITTTSL006B Prepare quotations
SITTPPD004A	Plan and implement minimal impact operations	Nil
SITTPPD005A	Plan and develop interpretive activities	Nil
SITTPPD006B	Plan and develop ecologically sustainable tourism operations	Nil
SITTPPD007A	Plan and develop culturally appropriate tourism operations	Nil
SITTPPD008A	Develop host community awareness of tourism	Nil
SITTPPD009A	Assess tourism opportunities for local communities	Nil
SITTPPD010A	Develop and implement local or regional tourism plan	Nil
SITTTOP001A	Allocate tour resources	Nil
SITTTOP002A	Load touring equipment and conduct pre-departure checks	Nil
SITTTOP003B	Operate and maintain a 4WD tour vehicle	TLIB307C Carry out vehicle servicing and maintenance TLIC107C Drive vehicle
SITTTOP004B	Set up and operate a camp site	Nil
SITTTOP005A	Provide camp site catering	SITXFSA001A Implement food safety procedures SITXOHS002A Follow workplace hygiene procedures
SITTTOP006B	Operate tours in a remote area	Nil
SITTTSL001A	Operate an online information system	Nil

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITTTSL002A	Access and interpret product information	Nil
SITTTSL003A	Source and provide international destination information and advice	Nil
SITTTSL004A	Source and provide Australian destination information and advice	Nil
SITTTSL005A	Sell tourism products and services	SITTTSL002A Access and interpret product information
SITTTSL006B	Prepare quotations	SITTTSL002A Access and interpret product information
SITTTSL007B	Receive and process reservations	Nil
SITTTSL008B	Book and coordinate supplier services	SITTTSL002A Access and interpret product information
SITTTSL009B	Process travel-related documentation	SITTTSL002A Access and interpret product information
SITTTSL010B	Control reservations or operations using a computerised system	Nil
SITTTSL011A	Maintain a product inventory	SITTTSL002A Access and interpret product information
SITTTSL012B	Construct domestic airfares	Nil
SITTTSL013B	Construct normal international airfares	Nil
SITTTSL014B	Construct promotional international airfares	SITTTSL013B Construct normal international airfares
SITTTSL015B	Construct advanced international airfares	SITTTSL013B Construct normal international airfares
SITTTSL016B	Administer billing and settlement plan	Nil
SITTVAF001A	Provide venue information and assistance	Nil
SITTVAF002A	Provide a briefing or scripted	Nil

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
	commentary	
SITTVAF003A	Operate a ride location	Nil
SITTVAF004A	Load and unload a ride	Nil
SITTVAF005B	Operate a games location	Nil
Hospitality units		
SITHACS001B	Provide accommodation reception services	SITXADM001A Perform office procedures SITXFIN001A Process financial transactions
SITHACS002B	Conduct night audit	SITXFIN002A Maintain financial records
SITHACS003A	Provide porter services	Nil
SITHACS004B	Provide housekeeping services to guests	Nil
SITHACS005B	Prepare rooms for guests	SITXOHS002A Follow workplace hygiene procedures SITHACS006B Clean premises and equipment
SITHACS006B	Clean premises and equipment	Nil
SITHACS007B	Launder linen and guest clothes	SITXOHS002A Follow workplace hygiene procedures
SITHACS008B	Provide valet service	SITXOHS002A Follow workplace hygiene procedures
SITHASC001A	Use basic Asian methods of cookery	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food
SITHASC002A	Produce appetisers and snacks for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		SITHASC001A Use basic Asian methods of cookery
SITHASC003A	Prepare stocks and soups for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC004A	Prepare sauces, dips and accompaniments for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC005A	Prepare salads for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC006A	Prepare rice and noodles for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC007A	Prepare meat, poultry, seafood and vegetables for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC008B	Prepare desserts for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC002A Present food

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		SITHASC001A Use basic Asian methods of cookery
SITHASC009A	Prepare curry paste and powder for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food
SITHASC010A	Prepare satay for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC011A	Prepare vegetarian dishes for Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC012A	Select, prepare and serve specialised Asian cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC013B	Plan menus for Asian cuisines	SITHASC001A Use basic Asian methods of cookery
SITHASC014A	Design and operate an Asian kitchen	SITHASC001A Use basic Asian methods of cookery
SITHASC015A	Prepare and produce Japanese raw fish (sashimi)	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food
SITHASC016A	Prepare and produce Japanese simmered, grilled, deep-fried and	SITXOHS002A Follow workplace hygiene procedures

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
	steamed dishes	SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC017A	Prepare and produce Japanese one pot cookery	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC018A	Prepare and produce Japanese rice cookery	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC019A	Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC020A	Prepare and produce Chinese dim sum	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC021A	Prepare and cook Chinese roast meat cuts and poultry	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITHASC022A	Prepare and produce tandoori food items	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHASC001A Use basic Asian methods of cookery
SITHASC023A	Prepare and produce Indian breads	SITXOHS002A Follow workplace hygiene procedures
SITHASC024A	Prepare and produce Indian sweetmeats	SITXOHS002A Follow workplace hygiene procedures
SITHASC025A	Prepare and produce Indian pickles and chutneys	SITXOHS002A Follow workplace hygiene procedures
SITHASC026A	Prepare and produce Indonesian crackers	SITXOHS002A Follow workplace hygiene procedures
SITHASC027A	Prepare, cook and serve Asian food for food service	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC003B Receive and store kitchen supplies SITHASC001A Use basic Asian methods of cookery
SITHASC028A	Prepare, cook and serve Asian food for menus	SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC003B Receive and store kitchen supplies SITHCCC004B Clean and maintain kitchen premises 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,

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		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 SITXFSA001A Implement food safety procedures SITHCCC016A Develop cost-effective menus
SITHCCC001B	Organise and prepare food	SITXOHS002A Follow workplace hygiene procedures
SITHCCC002A	Present food	SITXOHS002A Follow workplace hygiene procedures
SITHCCC003B	Receive and store kitchen supplies	SITXOHS002A Follow workplace hygiene procedures
SITHCCC004B	Clean and maintain kitchen premises	SITXOHS002A Follow workplace hygiene procedures
SITHCCC005A	Use basic methods of cookery	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food
SITHCCC006A	Prepare appetisers and salads	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food
SITHCCC007A	Prepare sandwiches	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food
SITHCCC008A	Prepare stocks, sauces and soups	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC010A	Select, prepare and cook poultry	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC011A	Select, prepare and cook seafood	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC012A	Select, prepare and cook meat	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC013A	Prepare hot and cold desserts	SITXOHS002A Follow workplace hygiene procedures SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC014A	Prepare pastries, cakes and yeast goods	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC015A	Plan and prepare food for buffets	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC016A	Develop cost-effective menus	Nil
SITHCCC017A	Organise bulk cooking operations	SITXOHS002A Follow workplace hygiene procedures SITXFSA001A Implement food safety procedures
SITHCCC018A	Prepare pâtés and terrines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC019A	Plan, prepare and display a buffet	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery SITHCCC015A Plan and prepare food for buffets
SITHCCC020B	Prepare portion-controlled meat cuts	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC005A Use basic methods of cookery SITHCCC012A Select, prepare

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		and cook meat
SITHCCC021B	Handle and serve cheese	SITXOHS002A Follow workplace hygiene procedures
SITHCCC022A	Prepare chocolate and chocolate confectionery	SITXOHS002A Follow workplace hygiene procedures
SITHCCC023B	Select, prepare and serve specialised food items	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC024B	Select, prepare and serve specialised cuisines	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC005A Use basic methods of cookery
SITHCCC025A	Monitor catering revenue and costs	SITXFIN004A Manage finances within a budget
SITHCCC026A	Establish and maintain quality control of food	SITXOHS002A Follow workplace hygiene procedures SITXFSA001A Implement food safety procedures
SITHCCC027A	Prepare, cook and serve food for food service	SITXOHS002A Follow workplace hygiene procedures SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC003B Receive and store kitchen supplies SITHCCC005A Use basic methods of cookery
SITHCCC028A	Prepare, cook and serve food for menus	SITHCCC001B Organise and prepare food SITHCCC002A Present food SITHCCC003B Receive and

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		store kitchen supplies SITHCCC004B Clean and maintain kitchen premises SITHCCC005A Use basic methods of cookery SITHCCC006A Prepare appetisers and salads 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 SITXFSA001A Implement food safety procedures SITHCCC016A Develop cost-effective menus
SITHCCC029A	Prepare foods according to dietary and cultural needs	SITXOHS002A Follow workplace hygiene procedures
SITHCCC030A	Package prepared foodstuffs	SITXOHS002A Follow workplace hygiene procedures SITXFSA001A Implement food safety procedures
SITHCCC031A	Operate a fast food outlet	SITXOHS002A Follow workplace hygiene procedures
SITHCCC032A	Apply cook-chill production processes	SITXOHS002A Follow workplace hygiene procedures SITXFSA001A Implement food safety procedures
SITHCCC033B	Apply catering control principles	SITHCCC005A Use basic methods of cookery SITHCCC016A Develop

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		cost-effective menus
SITHCCC034A	Apply cook-freeze production processes	SITXOHS002A Follow workplace hygiene procedures SITXFSA001A Implement food safety procedures
SITHCCC035A	Develop menus to meet special dietary and cultural needs	Nil
SITHCCC036B	Select catering systems	Nil
SITHCCC037C	Manage facilities associated with commercial catering contracts	Nil
SITHCCC038B	Plan catering for an event or function	Nil
SITHCCC039B	Prepare tenders for catering contracts	SITXADM003A Write business documents
SITHCCC040A	Design menus to meet market needs	SITHCCC016A Develop cost-effective menus
SITHFAB001C	Clean and tidy bar areas	SITXOHS002A Follow workplace hygiene procedures
SITHFAB002C	Operate a bar	SITXOHS002A Follow workplace hygiene procedures SITXFIN001A Process financial transactions SITHFAB001C Clean and tidy bar areas SITHFAB009A Provide responsible service of alcohol
SITHFAB003A	Serve food and beverage to customers	SITXOHS002A Follow workplace hygiene procedures
SITHFAB004A	Provide food and beverage service	SITXOHS002A Follow workplace hygiene procedures SITHFAB003A Serve food and beverage to customers
SITHFAB005A	Provide table service of alcoholic beverages	SITXOHS002A Follow workplace hygiene procedures SITHFAB009A Provide

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		responsible service of alcohol
SITHFAB007A	Complete retail liquor sales	SITXFIN001A Process financial transactions SITXINV001A Receive and store stock
SITHFAB008A	Provide room service	SITXOHS002A Follow workplace hygiene procedures
SITHFAB009A	Provide responsible service of alcohol	Nil
SITHFAB010C	Prepare and serve non-alcoholic beverages	SITXOHS002A Follow workplace hygiene procedures
SITHFAB011A	Develop and update food and beverage knowledge	Nil
SITHFAB012B	Prepare and serve espresso coffee	Nil
SITHFAB013A	Provide specialist advice on food	SITHFAB011A Develop and update food and beverage knowledge
SITHFAB015A	Prepare and serve cocktails	SITXOHS002A Follow workplace hygiene procedures SITHFAB009A Provide responsible service of alcohol SITHFAB002C Operate a bar
SITHFAB016A	Plan and monitor espresso coffee service	SITHFAB012B Prepare and serve espresso coffee
SITHFAB017A	Provide gueridon service	SITXOHS002A Follow workplace hygiene procedures SITHFAB003A Serve food and beverage to customers SITHFAB004A Provide food and beverage service SITHFAB018A Provide silver service
SITHFAB018A	Provide silver service	SITXOHS002A Follow workplace hygiene procedures SITHFAB003A Serve food and beverage to customers

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		SITHFAB004A Provide food and beverage service
SITHFAB428A	Manage the sale or service of wine	SITHFAB009A Provide responsible service of alcohol SITHFAB324A Provide specialised advice on food and beverage matching SITHFAB325A Provide specialised advice on Australian wines SITHFAB326A Provide specialised advice on imported wines
SITHFAB020A	Apply food and beverage skills in the workplace	SITHFAB003A Serve food and beverage to customers SITHFAB009A Provide responsible service of alcohol SITXOHS002A Follow workplace hygiene procedures
SITHFAB021A	Provide and coordinate food and beverage service	SITHFAB002C Operate a bar SITHFAB004A Provide food and beverage service SITHFAB009A Provide responsible service of alcohol SITXOHS002A Follow workplace hygiene procedures
SITHFAB222A	Conduct a product tasting for alcoholic beverages	SITHFAB009A Provide responsible service of alcohol
SITHFAB323A	Provide advice on beers, spirits and liqueurs	Nil
SITHFAB324A	Provide specialised advice on food and beverage matching	SITHFAB011A Develop and update food and beverage knowledge SITHFAB004A Provide food and beverage services
SITHFAB325A	Provide specialised advice on Australian wines	SITHFAB009A Provide responsible service of alcohol SITHFAB005A Provide table service of alcoholic beverages

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		SITHFAB222A Conduct a product tasting of alcoholic beverages
SITHFAB326A	Provide specialised advice on imported wines	SITHFAB009A Provide responsible service of alcohol SITHFAB005A Provide table service of alcoholic beverages SITHFAB222A Conduct a product tasting of alcoholic beverages
SITHFAB227A	Operate and monitor cellar systems	Nil
SITHGAM001A	Attend gaming machines	SITXFIN001A Process financial transactions
SITHGAM002A	Operate a TAB outlet	SITXFIN001A Process financial transactions
SITHGAM003A	Conduct a Keno game	SITXFIN001A Process financial transactions
SITHGAM004B	Analyse and report on gaming machine data	SITXFIN001A Process financial transactions SITHGAM001A Attend gaming machines
SITHGAM005A	Develop and manage gaming activities	SITHGAM001A Attend gaming machines SITHGAM004B Analyse and report on gaming machine data SITXFIN001A Process financial transactions
SITHGAM006A	Provide responsible gambling services	Nil
SITHGAM007A	Operate table games	Nil – see unit for co-requisite requirement
SITHGAM008A	Deal a Baccarat game	Nil – see unit for co-requisite requirement
SITHGAM009A	Conduct a Big Wheel game	Nil – see unit for co-requisite requirement

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITHGAM010A	Deal a Blackjack game	Nil – see unit for co-requisite requirement
SITHGAM011A	Deal a Poker game	Nil – see unit for co-requisite requirement
SITHGAM012A	Deal a Pontoon game	Nil – see unit for co-requisite requirement
SITHGAM013A	Conduct a Rapid Roulette game	Nil – see unit for co-requisite requirement
SITHGAM014A	Conduct a Roulette game	Nil – see unit for co-requisite requirement
SITHGAM015A	Conduct a Sic Bo game	Nil – see unit for co-requisite requirement
SITHGAM016A	Spruik at a games location	Nil
SITHIND001B	Develop and update hospitality industry knowledge	Nil
SITHIND002A	Apply hospitality skills in the workplace	Nil
SITHIND003A	Provide and coordinate hospitality service	Nil
SITHPAT001A	Prepare and produce pastries	SITHOHS002A Follow workplace hygiene procedures
SITHPAT002A	Prepare and produce cakes	SITHOHS002A Follow workplace hygiene procedures
SITHPAT003A	Prepare and produce yeast goods	SITHOHS002A Follow workplace hygiene procedures
SITHPAT004A	Prepare bakery products for patisseries	SITHOHS002A Follow workplace hygiene procedures
SITHPAT005A	Prepare and present gateaux, torten and cakes	SITHOHS002A Follow workplace hygiene procedures
SITHPAT006A	Present desserts	SITHOHS002A Follow workplace hygiene procedures

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
		SITCCC013A Prepare hot and cold desserts
SITHPAT007A	Prepare and display petits fours	SITHOHS002A Follow workplace hygiene procedures SITHPAT001A Prepare and produce pastries SITHPAT002A Prepare and produce cakes SITHPAT003A Prepare and produce yeast goods, or SITHCCC014A Prepare pastries, cakes and yeast goods
SITHPAT008A	Prepare and model marzipan	SITHOHS002A Follow workplace hygiene procedures
SITHPAT009A	Prepare desserts to meet special dietary requirements	SITHOHS002A Follow workplace hygiene procedures SITHCCC013A Prepare hot and cold desserts SITHCCC029A Prepare foods according to dietary and cultural needs
SITHPAT010A	Prepare and display sugar work	SITHOHS002A Follow workplace hygiene procedures
SITHPAT011A	Plan, prepare and display sweet buffet showpieces	SITHOHS002A Follow workplace hygiene procedures
SITHPAT012A	Plan patisserie operations	SITXFSA002A Develop and implement a food safety program
Events units		
SITXEVT001B	Develop and update event industry knowledge	Nil
SITXEVT002B	Provide event staging support	Nil
SITXEVT003B	Process and monitor event registrations	Nil
SITXEVT004B	Coordinate on-site event registrations	Nil
SITXEVT005B	Organise in-house events or functions	Nil

Summary of units of competency in SIT07 Training Package Version 3 and their prerequisite requirements		
SITXEVT006A	Research and evaluate event industry trends and practices	Nil
SITXEVT007B	Determine event feasibility	Nil
SITXEVT008A	Plan and develop event proposals and bids	Nil
SITXEVT009A	Develop event concepts	Nil
SITXEVT010B	Evaluate and address event regulatory requirements	Nil
SITXEVT011A	Develop crowd control plans and procedures	Nil
SITXEVT012A	Select event venues and sites	Nil
SITXEVT013A	Manage event staging	Nil
SITXEVT014A	Develop conference programs	Nil
SITXEVT015B	Manage exhibitions	Nil
SITXEVT016B	Organise and monitor event infrastructure	Nil
SITXEVT017B	Provide on-site event management services	Nil
SITXEVT018B	Develop a transport strategy for an event	Nil
SITXEVT019A	Manage multi-venue events	Nil

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
BSBCUS401A	Coordinate implementation of customer service strategies	BSB07 Business Services Training Package
BSBCUS401B	Coordinate implementation of customer service strategies	BSB07 Business Services Training Package

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
BSBEBU401A	Review and maintain a website	BSB07 Business Services Training Package
BSBEBU501A	Investigate and design e-business solutions	BSB07 Business Services Training Package
BSBEBU502A	Implement e-business solution	BSB07 Business Services Training Package
BSBFIA301A	Maintain financial records	BSB07 Business Services Training Package
BSBFIA302A	Process payroll	BSB07 Business Services Training Package
BSBFIA303A	Process accounts payable and receivable	BSB07 Business Services Training Package
BSBFIA304A	Maintain a general ledger	BSB07 Business Services Training Package
BSBFIA401A	Prepare financial reports	BSB07 Business Services Training Package
BSBFRA401B	Manage compliance with franchisee obligations and legislative requirements	BSB07 Business Services Training Package
BSBFRA403B	Manage relationship with franchisor	BSB07 Business Services Training Package
BSBFRA502B	Manage a franchise operation	BSB07 Business Services Training Package
BSBFIM501A	Manage budgets and financial plans	BSB07 Business Services Training Package
BSBFIM502A	Manage payroll	BSB07 Business Services Training Package
BSBITA401A	Design databases	BSB07 Business Services Training Package
BSBITU201A	Produce simple word processed documents	BSB07 Business Services Training Package

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
BSBITU202A	Create and use spreadsheets	BSB07 Business Services Training Package
BSBITU203A	Communicate electronically	BSB07 Business Services Training Package
BSBITU302A	Create electronic presentations	BSB07 Business Services Training Package
BSBITU302B	Create electronic presentations	BSB07 Business Services Training Package
BSBITU305A	Conduct online transactions	BSB07 Business Services Training Package
BSBITU306A	Design and produce business documents	BSB07 Business Services Training Package
BSBITU402A	Develop and use complex spreadsheets	BSB07 Business Services Training Package
BSBMKG412A	Conduct e-marketing communications	BSB07 Business Services Training Package
BSBSUS501A	Develop workplace policy and procedures for sustainability	BSB07 Business Services Training Package
BSBMGT502B	Manage people performance	BSB07 Business Services Training Package
BSBMKG509A	Implement and monitor direct marketing activities	BSB07 Business Services Training Package
BSBMKG510A	Plan e-marketing communications	BSB07 Business Services Training Package
BSBMGT516A	Facilitate continuous improvement	BSB07 Business Services Training Package
BSBMKG605B	Evaluate international marketing opportunities	BSB07 Business Services Training Package
BSBMKG606B	Manage international marketing programs	BSB07 Business Services Training Package

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
BSBMKG607B	Manage market research	BSB07 Business Services Training Package
BSBMGT617A	Develop and implement a business plan	BSB07 Business Services Training Package
BSBPUR501B	Develop, implement and review purchasing strategies	BSB07 Business Services Training Package
BSBRES401A	Analyse and present research information	BSB07 Business Services Training Package
BSBWOR204A	Use business technology	BSB07 Business Services Training Package
CPPSEC2012A	Monitor and control individual and crowd behaviour	CPP07 Property Services Training Package
CPPSEC3017A	Plan and conduct evacuation of premises	CPP07 Property Services Training Package
CPPSEC3018A	Provide for the safety of persons at risk	CPP07 Property Services Training Package
CUEAUD06B	Apply a general knowledge of vision systems to work activities	CUE03 Entertainment Training Package
CUEFOH03C	Provide seating and ticketing advice	CUE03 Entertainment Training Package
CUEFOH04C	Usher patrons	CUE03 Entertaining Training Package
CUEFOH06C	Manage venue services	CUE03 Entertainment Training Package
CUEFOH08B	Process incoming customer orders	CUE03 Entertainment Training Package
CUFLGT302A	Record and operate standard lighting cues	CUE03 Entertainment Training Package
CUFLGT101A	Apply a general knowledge of lighting to work activities	CUE03 Entertainment Training Package

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
CUEPMT11B	Manage the production process	CUE03 Entertainment Training Package
CUEPRP02B	Research, obtain and prepare props	CUE03 Entertainment Training Package
CUESET05C	Apply set construction techniques	CUE03 Entertainment Training Package
CUESMT05C	Stage manage the production/event	CUE03 Entertainment Training Package
CUESMT10B	Organise and facilitate rehearsals	CUE03 Entertainment Training Package
CUESMT11B	Create, update and use production reference documents	CUE03 Entertainment Training Package
CUESOU07B	Apply a general knowledge of audio to work activities	CUE03 Entertainment Training Package
CUESTA01C	Install staging elements	CUE03 Entertainment Training Package
CUESTA05C	Apply a general knowledge of staging to work activities	CUE03 Entertainment Training Package
CUETEM03C	Establish and manage production resources and requirements	CUE03 Entertainment Training Package
CUETEM06B	Organise and monitor bump in / bump out	CUE03 Entertainment Training Package
CUETGE05C	Maintain physical production elements	CUE03 Entertainment Training Package
CUETGE15B	Handle physical elements safely during bump-in/bump-out	CUE03 Entertainment Training Package
CUFCMP301A	Implement copyright arrangements	CUF07 Screen and Media Training Package
CUFCMP501A	Manage and exploit copyright arrangements	CUF07 Screen and Media Training Package

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
CUFDIG303A	Produce and prepare photo images	CUF07 Screen and Media Training Package
CUFPPM408A	Compile production schedules	CUF07 Screen and Media Training Package
CULLB510B	Develop and maintain community/stakeholder relationships	CUL04 Museum and Library/Information Services Training Package
CULMS008A	Conceive, develop and realise exhibition designs	CUL04 Museum and Library/Information Services Training Package
CULMS012A	Plan event touring	CUL04 Museum and Library/Information Services Training Package
CUSFIM501A	Secure funding for projects	CUS09 Music Training Package
CUVADM08B	Develop and manage public relations strategies	CUV03 Visual Arts, Craft and Design Training Package
CUVADM10B	Research and utilise revenue and funding opportunities	CUV03 Visual Arts, Craft and Design Training Package
CUVCRS03B	Produce computer-aided drawings	CUV03 Visual Arts, Craft and Design Training Package
FNSACCT407B	Set up and operate a computerised accounting system	FNS04 Financial Services Training Package
HLTFA301B	Apply first aid	HLT07 Health Training Package
HLTFA302A	Provide first aid in remote situation	HLT07 Health Training Package
ICAS1193B	Connect a workstation to the internet	ICA05 Information and Communications Technology Training Package (offline)
ICAS2017B	Maintain system integrity	ICA05 Information and Communications Technology

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
		Training Package (offline)
MEM18001C	Use hand tools	MEM05 Metal and Engineering Training Package
MEM18002B	Use power tools/hand held operations	MEM05 Metal and Engineering Training Package
PUAWER004B	Respond to workplace emergencies	PUA00 Public Safety Training Package
RIISAM204A	Operate small plant and equipment	RII09 Resources and Infrastructure Industry Training Package
RTE3601A	Install irrigation systems	RTE03 Rural Production Training Package
RTE3605A	Troubleshoot irrigation systems	RTE03 Rural Production Training Package
RTF2017A	Prune shrubs and small trees	RTF03 Amenity Horticulture Training Package
RTF2204A	Construct low profile timber or modular retaining walls	RTF03 Amenity Horticulture Training Package
RTF2208A	Lay paving	RTF03 Amenity Horticulture Training Package
RTF3036A	Plan and establish plant displays	RTF03 Amenity Horticulture Training Package
RTF3204A	Construct concrete structures and features	RTF03 Amenity Horticulture Training Package
RTF3217A	Set out site for construction works	RTF03 Amenity Horticulture Training Package
SIFBGM001A	Provide general grounds care	SIF08 Funeral Services Training Package
SIFBGM002A	Maintain property and structures	SIF08 Funeral Services Training Package

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
SIFBGM006A	Evaluate building and grounds maintenance and development needs	SIF08 Funeral Services Training Package
SIFBGM007A	Coordinate building and grounds maintenance and development	SIF08 Funeral Services Training Package
SRCAQU001B	Monitor pool water quality	SRC04 Community Recreation Training Package
SIRXCCS001A	Apply point-of-sale handling procedures	SIR07 Retail Services Training Package
SIRXMER001A	Merchandise products	SIR07 Retail Services Training Package
SIRXQUA001A	Develop innovative ideas at work	SIR07 Retail Services Training Package
SIRXQUA002A	Lead a team to foster innovation	SIR07 Retail Services Training Package
SIRXQUA003A	Create an innovative work environment	SIR07 Retail Services Training Package
SIRXQUA004A	Set up systems that support innovation	SIR07 Retail Services Training Package
SIRXRSK001A	Minimise theft	SIR07 Retail Services Training Package
SIRXSLS001A	Sell products and services	SIR07 Retail Services Training Package
SIRXSLS002A	Advise on products and services	SIR07 Retail Services Training Package
SRXFAC001B	Maintain equipment for activities	SRO03 Outdoor Recreation Training Package
SRXFAC002B	Maintain sport and recreational facilities	SRO03 Outdoor Recreation Training Package
SRXFAC003B	Implement facility maintenance programs	SRO03 Outdoor Recreation Training Package

Imported units of competency in SIT07 V3 Training Package		
Code	Title	Origin
SRXFAC005B	Coordinate facility and equipment acquisition and maintenance	SRO03 Outdoor Recreation Training Package
SRXFAC008B	Obtain facilities	SRO03 Outdoor Recreation Training Package
SRXFAC009B	Plan, develop and commission facility development	SRO03 Outdoor Recreation Training Package
SRXINU003A	Analyse participation patterns in specific markets of the leisure and recreation industry	SRO03 Outdoor Recreation Training Package
SRXINU011A	Develop and maintain a competitive pricing strategy for a leisure and recreation service	SRO03 Outdoor Recreation Training Package
SRXINU014A	Research and document the history of specific leisure and recreation services(s)	SRO03 Outdoor Recreation Training Package
TLIB307C	Carry out vehicle servicing and maintenance	TLI07 Transport and Logistics Training Package
TLIC107C	Drive vehicle	TLI07 Transport and Logistics Training Package
TLIC807C	Drive coach/bus	TLI07 Transport and Logistics Training Package
TLIE507C	Carry out basic workplace calculations	TLI07 Transport and Logistics Training Package
UEGNSG604A	Fill gas cylinders	UEG06 Gas Industry Training Package

Mapping of SIT07 V3 qualifications		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 2
SIT10107 Certificate I in Tourism (Australian	SIT10107 Certificate I in Tourism (Australian	Nil

Mapping of SIT07 V3 qualifications		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 2
Indigenous Culture)	Indigenous Culture)	
SIT10207 Certificate I in Hospitality	SIT10207 Certificate I in Hospitality	Nil
SIT10307 Certificate I in Hospitality (Kitchen Operations)	SIT10307 Certificate I in Hospitality (Kitchen Operations)	Nil
SIT20107 Certificate II in Tourism	SIT20107 Certificate II in Tourism	Nil
SIT20207 Certificate II in Hospitality	SIT20207 Certificate II in Hospitality	Nil
SIT20307 Certificate II in Hospitality (Kitchen Operations)	SIT20307 Certificate II in Hospitality (Kitchen Operations)	Nil
SIT20407 Certificate II in Hospitality (Asian Cookery)	SIT20407 Certificate II in Hospitality (Asian Cookery)	Nil
SIT20509 Certificate II in Holiday Parks and Resorts	SIT20509 Certificate II in Holiday Parks and Resorts	Nil
SIT30107 Certificate III in Tourism	SIT30107 Certificate III in Tourism	Nil
SIT30207 Certificate III in Tourism (Retail Travel Sales)	SIT30207 Certificate III in Travel	<p>Title of SIT30207 qualification changed to Certificate III in Travel, generating an update in the code to SIT30212. No change in qualification structure. The following superseded imported units updated to current equivalent versions:</p> <ul style="list-style-type: none"> • BSBCUS401A Coordinate implementation of customer

Mapping of SIT07 V3 qualifications		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 2
		service strategies updated to BSBCUS401B Coordinate implementation of customer service strategies <ul style="list-style-type: none"> • BSBITU302A Create electronic presentations updated to BSBITU302B Create electronic presentations.
SIT30307 Certificate III in Tourism (Tour Wholesaling)	SIT30307 Certificate III in Tourism (Tour Wholesaling)	Nil
SIT30407 Certificate III in Tourism (Visitor Information Services)	SIT30407 Certificate III in Tourism (Visitor Information Services)	Nil
SIT30507 Certificate III in Tourism (Guiding)	SIT30507 Certificate III in Tourism (Guiding)	Nil
SIT30607 Certificate III in Events	SIT30607 Certificate III in Events	Nil
SIT30707 Certificate III in Hospitality	SIT30707 Certificate III in Hospitality	Nil
SIT30807 Certificate III in Hospitality (Commercial Cookery)	SIT30807 Certificate III in Hospitality (Commercial Cookery)	Nil
SIT30907 Certificate III in Hospitality (Asian Cookery)	SIT30907 Certificate III in Hospitality (Asian Cookery)	Nil
SIT31007 Certificate III in Hospitality (Catering Operations)	SIT31007 Certificate III in Hospitality (Catering Operations)	Nil
SIT31107 Certificate III in Hospitality (Patisserie)	SIT31107 Certificate III in Hospitality (Patisserie)	Nil
SIT31209 Certificate III in	SIT31209 Certificate III in	Nil

Mapping of SIT07 V3 qualifications		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 2
Holiday Parks and Resorts	Holiday Parks and Resorts	
SIT40107 Certificate IV in Tourism (Guiding)	SIT40107 Certificate IV in Tourism (Guiding)	Nil
SIT40207 Certificate IV in Tourism	SIT40207 Certificate IV in Tourism	Nil
SIT40307 Certificate IV in Hospitality	SIT40307 Certificate IV in Hospitality	Nil
SIT40407 Certificate IV in Hospitality (Commercial Cookery)	SIT40407 Certificate IV in Hospitality (Commercial Cookery)	Nil
SIT40507 Certificate IV in Hospitality (Asian Cookery)	SIT40507 Certificate IV in Hospitality (Asian Cookery)	Nil
SIT40607 Certificate IV in Hospitality (Catering Operations)	SIT40607 Certificate IV in Hospitality (Catering Operations)	Nil
SIT40707 Certificate IV in Hospitality (Patisserie)	SIT40707 Certificate IV in Hospitality (Patisserie)	Nil
SIT40809 Certificate IV in Holiday Parks and Resorts	SIT40809 Certificate IV in Holiday Parks and Resorts	Nil
SIT50107 Diploma of Tourism	SIT50107 Diploma of Tourism	Nil
SIT50207 Diploma of Events	SIT50207 Diploma of Events	Nil
SIT50307 Diploma of Hospitality	SIT50307 Diploma of Hospitality	Nil
SIT50409 Diploma of Holiday Parks and Resorts	SIT50409 Diploma of Holiday Parks and Resorts	Nil
SIT60107 Advanced Diploma of Tourism	SIT60107 Advanced Diploma of Tourism	Nil

Mapping of SIT07 V3 qualifications		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 2
SIT60207 Advanced Diploma of Events	SIT60207 Advanced Diploma of Events	Nil
SIT60307 Advanced Diploma of Hospitality	SIT60307 Advanced Diploma of Hospitality	Nil

Mapping of SIT07 V3 units of competency		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 2 E = equivalent N = not equivalent
Cross-Sector units		
Administration		
See comment	See comment	E No change
Client and Customer Service		
SITXCCS001A Provide visitor information	SITXCCS001B Provide visitor information	E No change
Communication and Teamwork		
See comment	See comment	E No change
E-Business		
See comment	See comment	E No change
Environmental Sustainability		
See comment	See comment	E No change
Finance		
See comment	See comment	E No change
First Aid		
See comment	See comment	E No change
Franchising		
See comment	See comment	E

		No change
Food Safety		
See comment	See comment	E No change
Governance and Legal Compliance		
See comment	See comment	E No change
Human Resource Management		
See comment	See comment	E No change
Computer Operations and ICT Management		
See comment	See comment	E No change
Inventory		
See comment	See comment	E No change
Languages other than English		
See comment	See comment	E No change
Merchandising		
See comment	See comment	E No change
Management and Leadership		
See comment	See comment	E No change
Marketing and Public Relations		
See comment	See comment	E No change
Occupational Health and Safety		
See comment	See comment	E

		No change
Quality and Innovation		
See comment	See comment	E No change
Risk Management and Security		
See comment	See comment	E No change
Sales		
See comment	See comment	E No change
Tourism units		
Guiding		
SITTGDE001B Work as a guide	SITTGDE001B Work as a guide	E No change
SITTGDE002A Provide arrival and departure assistance	SITTGDE002A Provide arrival and departure assistance	E No change
SITTGDE003A Coordinate and operate a tour	SITTGDE003A Coordinate and operate a tour	E No change
SITTGDE004A Lead tour groups	SITTGDE004A Lead tour groups	E No change
SITTGDE005A Manage extended touring programs	SITTGDE005A Manage extended touring programs	E No change
SITTGDE006A Prepare and present tour commentaries or activities	SITTGDE006A Prepare and present tour commentaries or activities	E No change
SITTGDE007A Develop and maintain the general and regional knowledge required by guides	SITTGDE007A Develop and maintain the general and regional knowledge required by guides	E No change
SITTGDE008A Research and share general information on Australian Indigenous	SITTGDE008A Research and share general information on Australian	E No change

cultures	Indigenous cultures	
SITTGDE009A Interpret aspects of local Australian Indigenous culture	SITTGDE009A Interpret aspects of local Australian Indigenous culture	E No change
SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape	SITTGDE010A Prepare specialised interpretive content on flora, fauna and landscape	E No change
SITTGDE011A Prepare specialised interpretive content on marine environments	SITTGDE011A Prepare specialised interpretive content on marine environments	E No change
SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments	SITTGDE012A Prepare specialised interpretive content on cultural and heritage environments	E No change
Holiday Parks and Resorts – Tourism		
SITTHPR301B Plan and organise daily work	SITTHPR301B Plan and organise daily work	E No change
SITTHPR302B Plan and organise in-house recreational activities	SITTHPR302B Plan and organise in-house recreational activities	E No change
SITTHPR303A Tow and site a recreational vehicle safely	SITTHPR303A Tow and site a recreational vehicle safely	E No change
Working in Industry		
SITTIND001B Develop and update tourism industry knowledge	SITTIND001B Develop and update tourism industry knowledge	E No change
SITTIND202B Develop and update caravan industry knowledge	SITTIND202B Develop and update caravan industry knowledge	E No change
Planning and Product Development		
SITTPPD001B Research, assess and develop tourism products	SITTPPD001B Research, assess and develop tourism products	E No change

SITTPPD002A Research tourism data	SITTPPD002A Research tourism data	E No change
SITTPPD003B Source and package tourism products	SITTPPD003B Source and package tourism products	E No change
SITTPPD004A Plan and implement minimal impact operations	SITTPPD004A Plan and implement minimal impact operations	E No change
SITTPPD005A Plan and develop interpretive activities	SITTPPD005A Plan and develop interpretive activities	E No change
SITTPPD006B Plan and develop ecologically sustainable tourism operations	SITTPPD006B Plan and develop ecologically sustainable tourism operations	E No change
SITTPPD007A Plan and develop culturally appropriate tourism operations	SITTPPD007A Plan and develop culturally appropriate tourism operations	E No change
SITTPPD008A Develop host community awareness of tourism	SITTPPD008A Develop host community awareness of tourism	E No change
SITTPPD009A Assess tourism opportunities for local communities	SITTPPD009A Assess tourism opportunities for local communities	E No change
SITTPPD010A Develop and implement local or regional tourism plan	SITTPPD010A Develop and implement local or regional tourism plan	E No change
Tour Operations		
SITTTOP001A Allocate tour resources	SITTTOP001A Allocate tour resources	E No change
SITTTOP002A Load touring equipment and conduct pre departure checks	SITTTOP002A Load touring equipment and conduct pre departure checks	E No change
SITTTOP003B Operate and maintain a 4WD tour vehicle	SITTTOP003B Operate and maintain a 4WD tour	E No change

	vehicle	
SITTTOP004B Set up and operate a camp site	SITTTOP004B Set up and operate a camp site	E No change
SITTTOP005A Provide camp site catering	SITTTOP005A Provide camp site catering	E No change
SITTTOP006B Operate tours in a remote area	SITTTOP006B Operate tours in a remote area	E No change
Tourism Sales and Operations		
SITTTSL001A Operate an online information system	SITTTSL001A Operate an online information system	E No change
SITTTSL002A Access and interpret product information	SITTTSL002A Access and interpret product information	E No change
SITTTSL003A Source and provide international destination information and advice	SITTTSL003A Source and provide international destination information and advice	E No change
SITTTSL004A Source and provide Australian destination information and advice	SITTTSL004A Source and provide Australian destination information and advice	E No change
SITTTSL005A Sell tourism products and services	SITTTSL005A Sell tourism products and services	E No change
SITTTSL006B Prepare quotations	SITTTSL006B Prepare quotations	E No change
SITTTSL007B Receive and process reservations	SITTTSL007B Receive and process reservations	E No change
SITTTSL008B Book and coordinate supplier services	SITTTSL008B Book and coordinate supplier services	E No change
SITTTSL009B Process travel related documentation	SITTTSL009B Process travel related documentation	E No change

SITTTSL010B Control reservations or operations using a computerised system	SITTTSL010B Control reservations or operations using a computerised system	E No change
SITTTSL012B Construct domestic airfares	SITTTSL012B Construct domestic airfares	E No change
SITTTSL013B Construct normal international airfares	SITTTSL013B Construct normal international airfares	E No change
SITTTSL014B Construct promotional international airfares	SITTTSL014B Construct promotional international airfares	E No change
SITTTSL015B Construct advanced international airfares	SITTTSL015B Construct advanced international airfares	E No change
SITTTSL016B Administer billing and settlement plan	SITTTSL016B Administer billing and settlement plan	E No change
Venue and Facility Operations		
SITTVAF001A Provide venue information and assistance	SITTVAF001A Provide venue information and assistance	E No change
SITTVAF002A Provide a briefing or scripted commentary	SITTVAF002A Provide a briefing or scripted commentary	E No change
SITTVAF003A Operate a ride location	SITTVAF003A Operate a ride location	E No change
SITTVAF004A Load and unload a ride	SITTVAF004A Load and unload a ride	E No change
SITTVAF005B Operate a games location	SITTVAF005B Operate a games location	E No change

Hospitality units		
Accommodation Services		
SITHACS001B Provide accommodation reception services	SITHACS001B Provide accommodation reception services	E No change
SITHACS002B Conduct night audit	SITHACS002B Conduct night audit	E No change
SITHACS004B Provide housekeeping services to guests	SITHACS004B Provide housekeeping services to guests	E No change
SITHACS005B Prepare rooms for guests	SITHACS005B Prepare rooms for guests	E No change
SITHACS006B Clean premises and equipment	SITHACS006B Clean premises and equipment	E No change
SITHACS007B Launder linen and guest clothes	SITHACS007B Launder linen and guest clothes	E No change
SITHACS008B Provide valet service	SITHACS008B Provide valet service	E No change
Asian Cookery		
SITHASC001A Use basic Asian methods of cookery	SITHASC001A Use basic Asian methods of cookery	E No change
SITHASC002A Produce appetisers and snacks for Asian cuisines	SITHASC002A Produce appetisers and snacks for Asian cuisines	E No change
SITHASC003A Prepare stocks and soups for Asian cuisines	SITHASC003A Prepare stocks and soups for Asian cuisines	E No change
SITHASC004A Prepare sauces, dips and accompaniments for Asian	SITHASC004A Prepare sauces, dips and accompaniments for Asian	E No change

cuisines	cuisines	
SITHASC005A Prepare salads for Asian cuisines	SITHASC005A Prepare salads for Asian cuisines	E No change
SITHASC006A Prepare rice and noodles for Asian cuisines	SITHASC006A Prepare rice and noodles for Asian cuisines	E No change
SITHASC007A Prepare meat, poultry, seafood and vegetables for Asian cuisines	SITHASC007A Prepare meat, poultry, seafood and vegetables for Asian cuisines	E No change
SITHASC008B Prepare desserts for Asian cuisines	SITHASC008B Prepare desserts for Asian cuisines	E No change
SITHASC009A Prepare curry paste and powder for Asian cuisines	SITHASC009A Prepare curry paste and powder for Asian cuisines	E No change
SITHASC010A Prepare satay for Asian cuisines	SITHASC010A Prepare satay for Asian cuisines	E No change
SITHASC011A Prepare vegetarian dishes for Asian cuisines	SITHASC011A Prepare vegetarian dishes for Asian cuisines	E No change
SITHASC012A Select, prepare and serve specialised Asian cuisines	SITHASC012A Select, prepare and serve specialised Asian cuisines	E No change
SITHASC013B Plan menus for Asian cuisines	SITHASC013B Plan menus for Asian cuisines	E No change
SITHASC014A Design and operate an Asian kitchen	SITHASC014A Design and operate an Asian kitchen	E No change
SITHASC015A Prepare and produce Japanese raw fish (sashimi)	SITHASC015A Prepare and produce Japanese raw fish (sashimi)	E No change
SITHASC016A Prepare and produce Japanese simmered, grilled, deep fried and steamed dishes	SITHASC016A Prepare and produce Japanese simmered, grilled, deep fried and steamed dishes	E No change

SITHASC017A Prepare and produce Japanese one pot cookery	SITHASC017A Prepare and produce Japanese one pot cookery	E No change
SITHASC018A Prepare and produce Japanese rice cookery	SITHASC018A Prepare and produce Japanese rice cookery	E No change
SITHASC019A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats	SITHASC019A Prepare and produce Japanese fruit-based desserts, cakes and sweetmeats	E No change
SITHASC020A Prepare and produce Chinese dim sum	SITHASC020A Prepare and produce Chinese dim sum	E No change
SITHASC021A Prepare and cook Chinese roast meat cuts and poultry	SITHASC021A Prepare and cook Chinese roast meat cuts and poultry	E No change
SITHASC022A Prepare and produce tandoori food items	SITHASC022A Prepare and produce tandoori food items	E No change
SITHASC023A Prepare and produce Indian breads	SITHASC023A Prepare and produce Indian breads	E No change
SITHASC024A Prepare and produce Indian sweetmeats	SITHASC024A Prepare and produce Indian sweetmeats	E No change
SITHASC025A Prepare and produce Indian pickles and chutneys	SITHASC025A Prepare and produce Indian pickles and chutneys	E No change
SITHASC026A Prepare and produce Indonesian crackers	SITHASC026A Prepare and produce Indonesian crackers	E No change
SITHASC027A Prepare, cook and serve Asian food for food service	SITHASC027A Prepare, cook and serve Asian food for food service	E No change
SITHASC028A Prepare, cook and serve Asian food for menus	SITHASC028A Prepare, cook and serve Asian food for menus	E No change

Cookery and Commercial Catering		
SITHCCC001B Organise and prepare food	SITHCCC001B Organise and prepare food	E No change
SITHCCC002A Present food	SITHCCC002A Present food	E No change
SITHCCC003B Receive and store kitchen supplies	SITHCCC003B Receive and store kitchen supplies	E No change
SITHCCC004B Clean and maintain kitchen premises	SITHCCC004B Clean and maintain kitchen premises	E No change
SITHCCC005A Use basic methods of cookery	SITHCCC005A Use basic methods of cookery	E No change
SITHCCC006A Prepare appetisers and salads	SITHCCC006A Prepare appetisers and salads	E No change
SITHCCC007A Prepare sandwiches	SITHCCC007A Prepare sandwiches	E No change
SITHCCC008A Prepare stocks, sauces and soups	SITHCCC008A Prepare stocks, sauces and soups	E No change
SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes	SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes	E No change
SITHCCC010A Select, prepare and cook poultry	SITHCCC010A Select, prepare and cook poultry	E No change
SITHCCC011A Select, prepare and cook seafood	SITHCCC011A Select, prepare and cook seafood	E No change
SITHCCC012A Select, prepare and cook meat	SITHCCC012A Select, prepare and cook meat	E No change
SITHCCC013A Prepare hot and cold desserts	SITHCCC013A Prepare hot and cold desserts	E No change
SITHCCC014A Prepare pastries, cakes and yeast goods	SITHCCC014A Prepare pastries, cakes and yeast goods	E No change
SITHCCC015A Plan and prepare food for buffets	SITHCCC015A Plan and prepare food for buffets	E No change

SITHCCC016A Develop cost effective menus	SITHCCC016A Develop cost effective menus	E No change
SITHCCC017A Organise bulk cooking operations	SITHCCC017A Organise bulk cooking operations	E No change
SITHCCC018A Prepare pâtés and terrines	SITHCCC018A Prepare pâtés and terrines	E No change
SITHCCC019A Plan, prepare and display a buffet	SITHCCC019A Plan, prepare and display a buffet	E No change
SITHCCC020B Prepare portion-controlled meat cuts	SITHCCC020B Prepare portion-controlled meat cuts	E No change
SITHCCC021B Handle and serve cheese	SITHCCC021B Handle and serve cheese	E No change
SITHCCC022A Prepare chocolate and chocolate confectionery	SITHCCC022A Prepare chocolate and chocolate confectionery	E No change
SITHCCC023B Select, prepare and serve specialised food items	SITHCCC023B Select, prepare and serve specialised food items	E No change
SITHCCC024B Select, prepare and serve specialised cuisines	SITHCCC024B Select, prepare and serve specialised cuisines	E No change
SITHCCC025A Monitor catering revenue and costs	SITHCCC025A Monitor catering revenue and costs	E No change
SITHCCC026A Establish and maintain quality control of food	SITHCCC026A Establish and maintain quality control of food	E No change
SITHCCC027A Prepare, cook and serve food for food service	SITHCCC027A Prepare, cook and serve food for food service	E No change
SITHCCC028A Prepare, cook and serve food for menus	SITHCCC028A Prepare, cook and serve food for menus	E No change
SITHCCC029A Prepare foods according to dietary and	SITHCCC029A Prepare foods according to dietary	E

cultural needs	and cultural needs	No change
SITHCCC030A Package prepared foodstuffs	SITHCCC030A Package prepared foodstuffs	E No change
SITHCCC031A Operate a fast food outlet	SITHCCC031A Operate a fast food outlet	E No change
SITHCCC032A Apply cook chill production processes	SITHCCC032A Apply cook chill production processes	E No change
SITHCCC033B Apply catering control principles	SITHCCC033B Apply catering control principles	E No change
SITHCCC034A Apply cook freeze production processes	SITHCCC034A Apply cook freeze production processes	E No change
SITHCCC035A Develop menus to meet special dietary and cultural needs	SITHCCC035A Develop menus to meet special dietary and cultural needs	E No change
SITHCCC036B Select catering systems	SITHCCC036B Select catering systems	E No change
SITHCCC037C Manage facilities associated with commercial catering contracts	SITHCCC037C Manage facilities associated with commercial catering contracts	E No change
SITHCCC038B Plan the catering for an event or function	SITHCCC038B Plan catering for an event or function	E No change
SITHCCC039B Prepare tenders for catering contracts	SITHCCC039B Prepare tenders for catering contracts	E No change
SITHCCC040A Design menus to meet market needs	SITHCCC040A Design menus to meet market needs	E No change
Food and Beverage		
SITHFAB001C Clean and tidy bar areas	SITHFAB001C Clean and tidy bar areas	E No change
SITHFAB002C Operate a bar	SITHFAB002C Operate a	E

	bar	No change
SITHFAB003A Serve food and beverage to customers	SITHFAB003A Serve food and beverage to customers	E No change
SITHFAB004A Provide food and beverage service	SITHFAB004A Provide food and beverage service	E No change
SITHFAB005A Provide table service of alcoholic beverages	SITHFAB005A Provide table service of alcoholic beverages	E No change
SITHFAB007A Complete retail liquor sales	SITHFAB007A Complete retail liquor sales	E No change
SITHFAB008A Provide room service	SITHFAB008A Provide room service	E No change
SITHFAB009A Provide responsible service of alcohol	SITHFAB009A Provide responsible service of alcohol	E No change
SITHFAB010C Prepare and serve non alcoholic beverages	SITHFAB010C Prepare and serve non alcoholic beverages	E No change
SITHFAB011A Develop and update food and beverage knowledge	SITHFAB011A Develop and update food and beverage knowledge	E No change
SITHFAB012B Prepare and serve espresso coffee	SITHFAB012B Prepare and serve espresso coffee	E No change
SITHFAB013A Provide specialist advice on food	SITHFAB013A Provide specialist advice on food	E No change
SITHFAB015A Prepare and serve cocktails	SITHFAB015A Prepare and serve cocktails	E No change
SITHFAB016A Plan and monitor espresso coffee service	SITHFAB016A Plan and monitor espresso coffee service	E No change
SITHFAB017A Provide gueridon service	SITHFAB017A Provide gueridon service	E No change
SITHFAB018A Provide silver service	SITHFAB018A Provide silver service	E No change
SITHFAB020A Apply food	SITHFAB020A Apply	E

and beverage skills in the workplace	food and beverage skills in the workplace	No change
SITHFAB021A Provide and coordinate food and beverage service	SITHFAB021A Provide and coordinate food and beverage service	E No change
SITHFAB222A Conduct a product tasting for alcoholic beverages	SITHFAB222A Conduct a product tasting for alcoholic beverages	E No change
SITHFAB227A Operate and monitor cellar systems	SITHFAB227A Operate and monitor cellar systems	E No change
SITHFAB323A Provide advice on beers, spirits and liqueurs	SITHFAB323A Provide advice on beers, spirits and liqueurs	E No change
SITHFAB324A Provide specialised advice on food and beverage matching	SITHFAB324A Provide specialised advice on food and beverage matching	E No change
SITHFAB325A Provide specialised advice on Australian wines	SITHFAB325A Provide specialised advice on Australian wines	E No change
SITHFAB326A Provide specialised advice on imported wines	SITHFAB326A Provide specialised advice on imported wines	E No change
SITHFAB428A Manage the sale or service of wine	SITHFAB428A Manage the sale or service of wine	E No change
Gaming		
SITHGAM001A Attend gaming machines	SITHGAM001A Attend gaming machines	E No change
SITHGAM002A Operate a TAB outlet	SITHGAM002A Operate a TAB outlet	E No change
SITHGAM003A Conduct a Keno game	SITHGAM003A Conduct a Keno game	E No change
SITHGAM004B Analyse and report on gaming machine data	SITHGAM004B Analyse and report on gaming machine data	E No change
SITHGAM005A Develop and	SITHGAM005A Develop	E

manage gaming activities	and manage gaming activities	No change
SITHGAM006A Provide responsible gambling services	SITHGAM006A Provide responsible gambling services	E No change
SITHGAM007A Operate table games	SITHGAM007A Operate table games	E No change
SITHGAM008A Deal a Baccarat game	SITHGAM008A Deal a Baccarat game	E No change
SITHGAM009A Conduct a Big Wheel game	SITHGAM009A Conduct a Big Wheel game	E No change
SITHGAM010A Deal a Blackjack game	SITHGAM010A Deal a Blackjack game	E No change
SITHGAM011A Deal a Poker game	SITHGAM011A Deal a Poker game	E No change
SITHGAM012A Deal a Pontoon game	SITHGAM012A Deal a Pontoon game	E No change
SITHGAM013A Conduct a Rapid Roulette game	SITHGAM013A Conduct a Rapid Roulette game	E No change
SITHGAM014A Conduct a Roulette game	SITHGAM014A Conduct a Roulette game	E No change
SITHGAM015A Conduct a Sic Bo game	SITHGAM015A Conduct a Sic Bo game	E No change
SITHGAM016A Spruik at a games location	SITHGAM016A Spruik at a games location	E No change
Working in Industry		
SITHIND001B Develop and update hospitality industry knowledge	SITHIND001B Develop and update hospitality industry knowledge	E No change
SITHIND002A Apply hospitality skills in the workplace	SITHIND002A Apply hospitality skills in the workplace	E No change
SITHIND003A Provide and coordinate hospitality service	SITHIND003A Provide and coordinate hospitality	E No change

	service	
Patisserie		
SITHPAT001A Prepare and produce pastries	SITHPAT001A Prepare and produce pastries	E No change
SITHPAT002A Prepare and produce cakes	SITHPAT002A Prepare and produce cakes	E No change
SITHPAT003A Prepare and produce yeast goods	SITHPAT003A Prepare and produce yeast goods	E No change
SITHPAT004A Prepare bakery products for patisseries	SITHPAT004A Prepare bakery products for patisseries	E No change
SITHPAT005A Prepare and present gateaux, torten and cakes	SITHPAT005A Prepare and present gateaux, torten and cakes	E No change
SITHPAT006A Present desserts	SITHPAT006A Present desserts	E No change
SITHPAT007A Prepare and display petits fours	SITHPAT007A Prepare and display petits fours	E No change
SITHPAT008A Prepare and model marzipan	SITHPAT008A Prepare and model marzipan	E No change
SITHPAT009A Prepare desserts to meet special dietary requirements	SITHPAT009A Prepare desserts to meet special dietary requirements	E No change
SITHPAT010A Prepare and display sugar work	SITHPAT010A Prepare and display sugar work	E No change
SITHPAT011A Plan, prepare and display sweet buffet showpieces	SITHPAT011A Plan, prepare and display sweet buffet showpieces	E No change
SITHPAT012A Plan patisserie operations	SITHPAT012A Plan patisserie operations	E No change
Events units		
SITXEVT001B Develop and update event industry knowledge	SITXEVT001B Develop and update event industry knowledge	E No change

SITXEVT002B Provide event staging support	SITXEVT002B Provide event staging support	E No change
SITXEVT003B Process and monitor event registrations	SITXEVT003B Process and monitor event registrations	E No change
SITXEVT004B Coordinate on site event registrations	SITXEVT004B Coordinate on site event registrations	E No change
SITXEVT005B Organise in house events or functions	SITXEVT005B Organise in house events or functions	E No change
SITXEVT006A Research and evaluate event industry trends and practices	SITXEVT006A Research and evaluate event industry trends and practices	E No change
SITXEVT007B Determine event feasibility	SITXEVT007B Determine event feasibility	E No change
SITXEVT008A Plan and develop event proposals and bids	SITXEVT008A Plan and develop event proposals and bids	E No change
SITXEVT009A Develop event concepts	SITXEVT009A Develop event concepts	E No change
SITXEVT010B Evaluate and address event regulatory requirements	SITXEVT010B Evaluate and address event regulatory requirements	E No change
SITXEVT011A Develop crowd control plans and procedures	SITXEVT011A Develop crowd control plans and procedures	E No change
SITXEVT012A Select event venues and sites	SITXEVT012A Select event venues and sites	E No change
SITXEVT013A Manage event staging	SITXEVT013A Manage event staging	E No change
SITXEVT014A Develop conference programs	SITXEVT014A Develop conference programs	E No change
SITXEVT015B Manage exhibitions	SITXEVT015B Manage exhibitions	E No change
SITXEVT016B Organise and	SITXEVT016B Organise	E

monitor event infrastructure	and monitor event infrastructure	No change
SITXEVT017B Provide on site event management services	SITXEVT017B Provide on site event management services	E No change
SITXEVT018B Develop a transport strategy for an event	SITXEVT018B Develop a transport strategy for an event	E No change
SITXEVT019A Manage multi venue events	SITXEVT019A Manage multi venue events	E No change

Mapping of imported units of competency		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 21 E = equivalent N = not equivalent
BSBCUS401A Coordinate implementation of customer service strategies	BSBCUS401B Coordinate implementation of customer service strategies	E Change made in SIT30212 only. Unit to be updated in remaining qualifications on release of SIT12.
BSBITU301A Create and use databases	BSBITU301A Create and use databases	E No change
BSBITU302A Create electronic presentations	BSBITU302B Create electronic presentations	E Change made in SIT30212 only. Unit to be updated in remaining qualifications on release of SIT12.
BSBFIA302A Process payroll	BSBFIA302A Process payroll	E No change
BSBFIA303A Process accounts payable and receivable	BSBFIA303A Process accounts payable and receivable	E No change
BSBFIA304A Maintain a general ledger	BSBFIA304A Maintain a general ledger	E No change
BSBITA401A Design databases	BSBITA401A Design databases	E No change
BSBITU402A Develop and use complex spreadsheets	BSBITU402A Develop and use complex spreadsheets	E No change
BSBFIA401A Prepare financial reports	BSBFIA401A Prepare financial reports	E No change
BSBFIM502A Manage payroll	BSBFIM502A Manage payroll	E No change
BSBITU102A Develop keyboard skills	BSBITU102A Develop keyboard skills	E No change
BSBWOR204A Use	BSBWOR204A Use	E

Mapping of imported units of competency		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 21 E = equivalent N = not equivalent
business technology	business technology	No change
BSBITU201A Produce simple word processed documents	BSBITU201A Produce simple word processed documents	E No change
BSBITU202A Create and use spreadsheets	BSBITU202A Create and use spreadsheets	E No change
BSBITU306A Design and produce business documents	BSBITU306A Design and produce business documents	E No change
BSBFIA301A Maintain financial records	BSBFIA301A Maintain financial records	E No change
BSBITU203A Communicate electronically	BSBITU203A Communicate electronically	E No change
BSBRES401A Analyse and present research information	BSBRES401A Analyse and present research information	E No change
BSBITU305A Conduct online transactions	BSBITU305A Conduct online transactions	E No change
BSBEBU401A Review and maintain a website	BSBEBU401A Review and maintain a website	E No change
BSBEBU501A Evaluate e business opportunities	BSBEBU501A Investigate and design e-business solutions	E No change
BSBMKG510A Plan e-marketing communications	BSBMKG510A Plan e-marketing communications	E No change
BSBMKG412A Conduct e-marketing communications	BSBMKG412A Conduct e-marketing communications	E No change
BSBMGT516A Facilitate	BSBMGT516A Facilitate	E

Mapping of imported units of competency		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 21 E = equivalent N = not equivalent
continuous improvement	continuous improvement	No change
BSBFRA401B Manage compliance with franchisee obligations and legislative requirements	BSBFRA401B Manage compliance with franchisee obligations and legislative requirements	E No change
BSBFRA403B Manage relationship with franchisor	BSBFRA403B Manage relationship with franchisor	E No change
BSBFRA502B Manage a franchise operation	BSBFRA502B Manage a franchise operation	E No change
BSBITU202A Create and use spreadsheets	BSBITU202A Create and use spreadsheets	E No change
BSBITU306A Design and produce business documents	BSBITU306A Design and produce business documents	E No change
BSBITU402A Develop and use complex spreadsheets	BSBITU402A Develop and use complex spreadsheets	E No change
BSBMGT617A Develop and implement a business plan	BSBMGT617A Develop and implement a business plan	E No change
BSBMKG401B Profile the market	BSBMKG401B Profile the market	E No change
BSBMKG509A Implement and monitor direct marketing activities	BSBMKG509A Implement and monitor direct marketing activities	E No change
BSBMKG605B Evaluate international marketing opportunities	BSBMKG605B Evaluate international marketing opportunities	E No change
BSBMKG606B Manage international marketing programs	BSBMKG606B Manage international marketing programs	E No change

Mapping of imported units of competency		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 21 E = equivalent N = not equivalent
BSBMKG607B Manage market research	BSBMKG607B Manage market research	E No change
BSBSUS501A Develop workplace policy and procedures for sustainability	BSBSUS501A Develop workplace policy and procedures for sustainability	E No change
BSBMGT502B Manage people performance	BSBMGT502B Manage people performance	E No change
CUEAUD06B Apply a general knowledge of vision systems to work activities	CUEAUD06B Apply a general knowledge of vision systems to work activities	E No change
CUEFOH03C Provide seating and ticketing advice	CUEFOH03C Provide seating and ticketing advice	E No change
CUEFOH04C Usher patrons	CUEFOH04C Usher patrons	E No change
CUEFOH06C Manage venue services	CUEFOH06C Manage venue services	E No change
CUEFOH08B Process incoming customers orders	CUEFOH08B Process incoming orders	E No change
CUELGT05B Record and operate standard lighting cues	CUFLGT302A Record and operate standard lighting cues	E No change
CUFLGT101A Apply a general knowledge of lighting to work activities	CUFLGT101A Apply a general knowledge of lighting to work activities	E No change
CUEPMT11A Manage the production process	CUEPMT11B Manage the production process	E No change
CUEPRP0BA Research,	CUEPRP02B Research,	E

Mapping of imported units of competency		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 21 E = equivalent N = not equivalent
prepare and obtain props	prepare and obtain props	No change
CUESET05C Apply set construction techniques	CUESET05C Apply set construction techniques	E No change
CUESMT05C Stage manage the production/event	CUESMT05C Stage manage the production/event	E No change
CUESMT10B Organise and facilitate rehearsals	CUESMT10B Organise and facilitate rehearsals	E No change
CUESMT11B Create, update and use production reference documents	CUESMT11B Create, update and use production reference documents	E No change
CUESOU07B Apply a general knowledge of audio to work activities	CUESOU07B Apply a general knowledge of audio to work activities	E No change
CUESTA01C Install staging elements	CUESTA01C Install staging elements	E No change
CUESTA05C Apply a general knowledge of staging to work activities	CUESTA05C Apply a general knowledge of staging to work activities	E No change
CUETEM03C Establish and manage production requirements and resources	CUETEM03C Establish and manage production requirements and resources	E No change
CUETEM06B Organise and monitor bump in/ bump out	CUETEM06B Organise and monitor bump in/ bump out	E No change
CUETGE05C Maintain physical production elements	CUETGE05C Maintain physical production elements	E No change
CUETGE15B Handle physical elements safely during bump/bump out	CUETGE15B Handle physical elements safely during bump/bump out	E No change

Mapping of imported units of competency		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 21 E = equivalent N = not equivalent
CUFDIG303A Produce and prepare photo images	CUFDIG303A Produce and prepare photo images	E No change
CUFPPM408A Compile production schedules	CUFPPM408A Compile production schedules	E No change
CUSFIM501A Secure funding for projects	CUSFIM501A Secure funding for projects	E No change
CUVADM08b Develop and manage public relations strategies	CUVADM08B Develop and manage public relations strategies	E No change
CUVADM10B Research and utilise revenue and funding opportunities	CUVADM10B Develop and manage public relations strategies	E No change
CUVCRS03B Produce computer-aided drawings	CUVCRS03B Produce computer-aided drawings	E No change
FNSACCT407B Set up and operate a computerised accounting system	FNSACCT407B Set up and operate a computerised accounting system	E No change
HLTFA301B Apply first aid	HLTFA301B Apply first aid	E No change
HLTFA302A Provide first aid in a remote situation	HLTFA302A Provide first aid in a remote situation	E No change
ICAS1193B Connect a workstation to the internet	ICAS1193B Connect a workstation to the internet	E No change
ICAS2017B Maintain system integrity	ICAS2017B Maintain system integrity	E No change
CPPSEC2012A Monitor and control individual and crowd behaviour	CPPSEC2012A Monitor and control individual and crowd behaviour	E No change
CPPSEC3017A Plan and conduct evacuation of	CPPSEC3017A Plan and conduct evacuation of	E

Mapping of imported units of competency		
Version 2 Code and title	Version 3 Code and title	Comment in relation to Version 21 E = equivalent N = not equivalent
premises	premises	No change
CPPSEC3018A Provide for the safety of persons at risk	CPPSEC3018A Provide for the safety of persons at risk	E No change
RISSAM204A Operate small plant and equipment	RISSAM204A Operate small plant and equipment	E No change
TLIB307C Carry out vehicle servicing and maintenance	TLIB307C Carry out vehicle servicing and maintenance	E No change
TLIC107C Drive vehicle	TLIC107C Drive vehicle	E No change
TLIC807C Drive coach/bus	TLIC807C Drive coach/bus	E No change
TDTE597C Carry out basic workplace calculations	TLIE507C Carry out basic workplace calculations	E No change
BSBFIM501A Manage budgets and financial plans	BSBFIM501A Manage budgets and financial plans	E No change

Explanation of the review date

The review date (shown on the title page and in the footer of each page) indicates when the Training Package is expected to be reviewed in the light of changes such as changing technologies and circumstances. The review date is not an expiry date. Endorsed Training Packages and their components remain current until they are reviewed or replaced.

Overview

Overview of Training Packages

What is a Training Package?

A Training Package is an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise.

Each Training Package:

- provides a consistent and reliable set of components for training, and recognising and assessing people's skills, and may also have optional support materials
- enables nationally recognised qualifications to be awarded through direct assessment of workplace competencies
- encourages the development and delivery of flexible training which suits individual and industry requirements
- encourages learning and assessment in a work-related environment which leads to verifiable workplace outcomes.

How do Training Packages fit within the National Training Framework?

The National Skills Framework applies nationally, is endorsed by the Ministerial Council for Vocational and Technical Education, and comprises the Australian Quality Training Framework 2010 (AQTF 2010), and Training Packages endorsed by the National Quality Council (NQC)

How are Training Packages developed?

Training Packages are developed by Industry Skills Councils or enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement of Training Packages, developers must provide evidence of extensive research, consultation and support within the industry area or enterprise.

How do Training Packages encourage flexibility?

Training Packages describe the skills and knowledge needed to perform effectively in the workplace without prescribing how people should be trained.

Training Packages acknowledge that people can achieve vocational competency in many ways by emphasising what the learner can do, not how or where they learned to do it. For example, some experienced workers might be able to demonstrate competency against the units of competency, and even gain a qualification, without completing a formal training program.

With Training Packages, assessment and training may be conducted at the workplace, off the job, at a training organisation, during regular work, or through work experience, work placement, work simulation or any combination of these.

Who can deliver and assess using Training Packages?

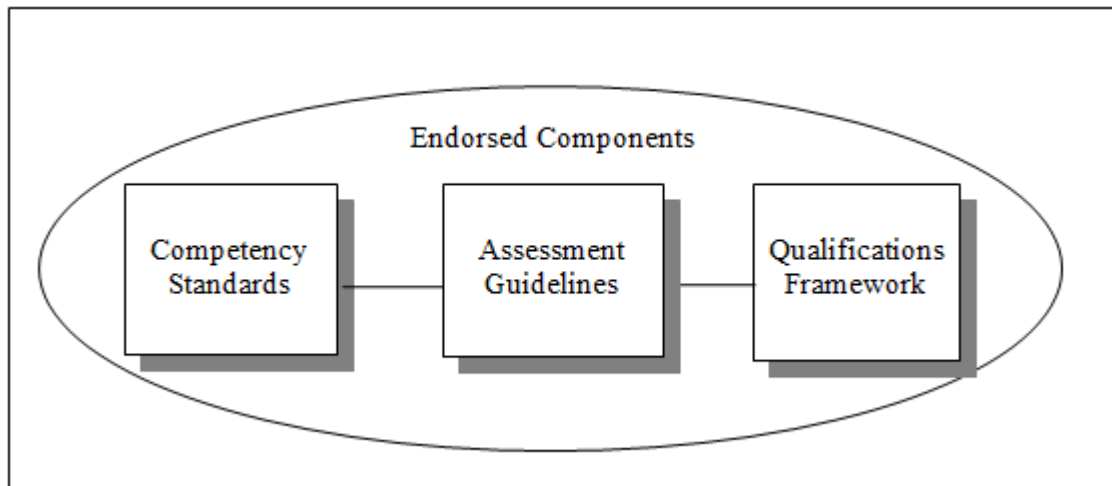
Training and assessment using Training Packages must be conducted by a registered training organisation (RTO) that has the qualifications or specific units of competency on its scope of registration, or that works in partnership with another RTO as specified in the AQTF *Standards for Registered Training Organisations*.

Training Package components

Training Packages are made up of mandatory components endorsed by the NQC and optional support materials.

Training Package endorsed components

The nationally endorsed components include the Competency Standards, Assessment Guidelines and Qualifications Framework. These form the basis of training and assessment in the Training Package and, as such, they must be used.



Competency Standards

Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy; and occupational health and safety requirements. The units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

Assessment Guidelines

The Assessment Guidelines provide an industry framework to ensure all assessments meet industry needs and nationally agreed standards as expressed in the Training Package and the *Standards for Registered Training Organisations*. The Assessment Guidelines must be followed to ensure the integrity of assessment leading to nationally recognised qualifications.

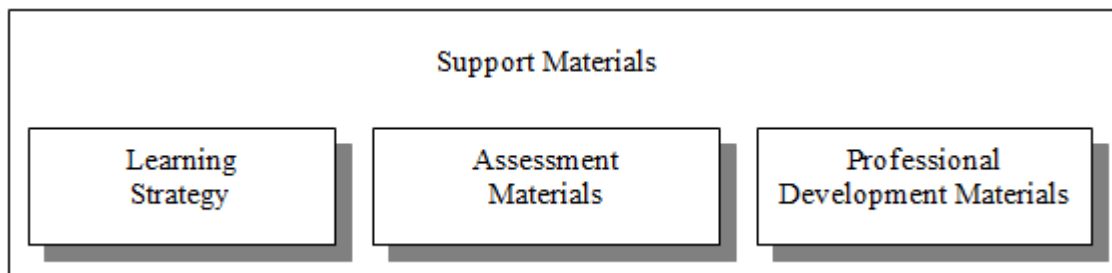
Qualifications Framework

Each Training Package provides details of those units of competency that must be achieved to award AQF qualifications. The rules around which units of competency can be combined to make up a valid AQF qualification in the Training Package are referred to as the 'packaging rules'. The packaging rules must be followed to ensure the integrity of the nationally recognised qualifications issued.

Training Package support materials

The endorsed components of Training Packages are complemented and supported by optional support materials that provide for choice in the design of training and assessment to meet the needs of industry and learners.

Training Package support materials can relate to single or multiple units of competency, an industry sector, a qualification or the whole Training Package. They tend to fall into one or more of the categories illustrated below.



Training Package support materials are produced by a range of stakeholders such as RTOs, individual trainers and assessors, private and commercial developers and government agencies.

Where such materials have been quality assured through a process of 'noting' by the NTQC, they display the following official logo. Noted support materials are listed on the National Training Information Service (NTIS) website, together with a detailed description and information on the type of product and its availability (www.ntis.gov.au).



It is not compulsory to submit support materials for noting; any resources that meet the requirements of the Training Package can be used.

Training Package qualification and unit of competency codes

There are agreed conventions for the national codes used for Training Packages and their components. Always use the correct codes, exactly as they appear in the Training Package, and with the title always following the code.

Training Package codes

Each Training Package has a unique five-character national code assigned when the Training Package is endorsed, for example SIT07. The first three characters are letters identifying the Training Package industry coverage and the last two characters are numbers identifying the year of endorsement.

Qualification codes

Within each Training Package, each qualification has a unique eight-character code, for example SIT50107. The first three letters identify the Training Package; the first number identifies the qualification level (noting that Arabic numbers are not used in qualification titles themselves); the next two numbers identify the position in the sequence of the qualification at that level; and the last two numbers identify the year in which the qualification was endorsed. (Where qualifications are added after the initial Training Package endorsement, the last two numbers may differ from other Training Package qualifications as they identify the year in which those particular qualifications were endorsed.)

Unit of competency codes

Within each Training Package, each unit of competency has a unique code. The unit of competency codes are assigned when the Training Package is endorsed, or when new units of competency are added to an existing endorsed Training Package. Unit codes are developed as follows:

- A typical code is made up of 12 characters, normally a mixture of uppercase letters and numbers, as in SITXEVT019A.
- The first three characters signify the Training Package (SIT07 Tourism, Hospitality and Events Training Package in the above example) and up to eight characters, relating to an industry sector, function or skill area, follow.
- The last character is always a letter and identifies the unit of competency version. The 'A' in the example above indicates that this is the original unit of competency. An incremented version identifier usually means that minor changes have been made. Typically this would mean that wording has changed in the range statement or evidence guide, providing clearer intent.
- Where changes are made that alter the outcome, a new code is assigned and the title is changed.

Training Package qualification and unit of competency titles

There are agreed conventions for titling Training Packages and their components. Always use the correct titles, exactly as they appear in the Training Package, and with the code always placed before the title.

Training Package titles

The title of each endorsed Training Package is unique and relates the Training Package's broad industry coverage.

Qualification titles

The title of each endorsed Training Package qualification is unique. Qualification titles use the following sequence:

- firstly, the qualification is identified as either Certificate I, Certificate II, Certificate III, Certificate IV, Diploma or Advanced Diploma
- this is followed by the words 'in' for Certificates I to IV and 'of' for Diploma and Advanced Diploma
- then the industry descriptor follows, for example Hospitality
- if applicable, the occupational or functional stream follows in brackets, for example (Kitchen Operations).

For example:

- SIT10307 Certificate I in Hospitality (Kitchen Operations)
- SIT30507 Certificate III in Tourism (Guiding).

Unit of competency titles

Each unit of competency title is unique. Unit of competency titles describe the competency outcome concisely, and are written in sentence case.

For example:

- SITTGDE304B Prepare and present tour commentaries or activities.

Overview of the Development of Tourism, Hospitality and Events Training Package

Version 1

- The SIT07 Tourism, Hospitality and Events Training Package represents review, redevelopment, rationalisation and integration. of two previous Training Packages. These are:
- THH02 Hospitality Training Package (initially endorsed in 1997 and reviewed in 2002)
- THT02 Tourism Training Package (initially endorsed in 1998 and reviewed in 2002).

This review, resulting in the development of SIT07, has been funded by the Department of Education, Employment and Workplace Relations (DEEWR) and managed by Service Skills Australia. The review was directed by a national industry reference group and involved input from a diverse range of employers, employer bodies, employees, unions, public and private RTOs, state training authorities and key government regulators of the tourism and hospitality industry. The findings of the review have informed significant change, leading to the development of one integrated Tourism, Hospitality and Events Training Package.

Initial consultation involved a review of the 2002 versions of the Tourism and Hospitality Training Packages and collection of comments on the contents and effectiveness of delivery and assessment. Validation has involved the dissemination of all contents of the reviewed Training Package to ensure the enhanced product meets the needs of all users and provides industry with quality training and assessment outcomes.

Changes within industry since 2002 and within the policy framework for the development of Training Packages (many arising from the High Level Review of Training Packages) have resulted in the following key changes.

- The two stand-alone industry Training Packages have been merged into one single Training Package, now known as the Tourism, Hospitality and Events Training Package.
- Employability skills are now explicitly embedded in units as the result of a major industry and DEEWR initiative.
- Units of competency are now presented using the new DEEWR template designed to ensure consistency across all Training Packages. The new ‘application’ statement provides clear information about how the unit can apply to different contexts, locations and job roles, who performs the function described by the unit and at what level. The ‘critical aspects for assessment’ statements provide focused information on essential assessment evidence to be collected and the ‘context of and specific resources for assessment’ statements detail the required environmental location and resources.
- Units of competency have been updated and enhanced to:
 - ensure that new technology, legislation and industry trends are fully covered
 - provide clearer advice on the scope and level of knowledge, literacy and communication skills required
 - reflect industry’s requests to outline stringent assessment requirements more clearly and explicitly in the evidence guide.
- A new coding system has been applied to all units and qualifications.
- Qualifications have been rationalised and improved to ensure they are increasingly flexible to meet industry’s increasing need for multi-skilled workers; especially relevant for small business operators. Many qualifications also allow for specialisation to reflect the needs of traditional industry sectors and specialist job functions.
- An Employability Skills Summary table is provided for each qualification to provide holistic guidance to trainers and assessors and to assist employers to understand the generic skills delivered by the qualification.

Details of specific changes and a mapping between the previous Training Package and this version are outlined in the preliminary pages to this Training Package.

Version 2

The SIT07 Tourism, Hospitality and Events Training Package was updated in July 2009 to reflect the outcomes of the review of the THC04 Caravan Industry Training Package. The THC04 Caravan Industry Training Package review resulted in the decision to disband the Training Package and include the qualifications for the holiday parks and resorts sector in the SIT07.

Other improvements to SIT07 include:

- Changes made to food and beverage units to better reflect requirements for *wine, beer, spirits and liquor product knowledge*.
- Coverage of gas safety due to the introduction of the Australian Standard AS5034-2005: Installation and Use of Inert Gases for Beverage Dispensing
- Skill sets added

Version 3

The SIT07 Tourism, Hospitality and Events Training Package was updated in April 2012 to clarify and increase visibility of the qualification pathway for the Travel industry. Version 3 renames the SIT30207 Certificate III in Tourism (Retail Travel Sales) to SIT30212 Certificate III in Travel. Imported units in SIT30212 updated to their current equivalent versions.

The training package Mandatory Text was also updated to reflect latest Training Package Development Handbook requirements.

Licensing and other regulatory arrangements for the tourism, hospitality and events industries

The industry sectors covered by this Training Package are subject to a range of business licensing, business compliance and occupational licensing arrangements, including:

- travel agent licensing
- liquor licensing, especially responsible service of alcohol provisions
- food safety compliance
- OHS compliance
- financial services compliance for those selling travel insurance, such as tour wholesalers and retail travel agencies
- tourism services legislation, currently operative in Queensland only and covering only inbound tour operators and tour guides
- occupational licensing of those dealers who operate table games in licensed casinos.

Individual units of competency cover the requirements of relevant national and state or territory legislation and provide information within the unit descriptor about any special requirements for trainers, assessors, RTOs and candidates themselves. Information is further summarised within the Assessment Guidelines in this Training Package.

Overview of the Tourism, Hospitality and Events Industries

Tourism, hospitality and events are in fact three separate industries but have such close links that they are often thought of and presented as one. The interrelationship exists because of the integrated products and services they produce, the close business-to-business relationships that exist across all three industries, the common customers they service and the sales and service staff employed, who often cross industries during their career. Many skills are common across these three service industries and this Training Package provides for both specialist and generic skills development.

The industry notion of tourism, hospitality and events as separate industries in their own right or even as one integrated industry does not coincide precisely with any of the Australian Bureau of Statistics (ABS) industries defined under the Australian New Zealand Standard Industrial Classification (ANZSIC).

The ABS relies on satellite accounts and economic modelling to collect and present information about tourism as a business and economic activity.

Tourism is defined as travel away from the traveller's normal place of work and residence and is much more than just leisure travel. It encompasses travel for a range of reasons, such as business, festivals and events, health, education and religion. It includes both domestic and international travel and involves the consumption of a wide range of goods and services provided by, for example, transport and tour operators, travel agencies, accommodation providers such as holiday parks and resorts, theme parks and attractions, tour guides, sporting, entertainment and arts venues, museums and historical sites, restaurants, cafes and clubs. Increasingly tourism operators are choosing to operate specialised tourism products, and terms such as 'wine tourism', 'cultural tourism' and 'ecotourism' are regularly used.

Tourism's contribution to the Australian economy is measured by the ABS Australian Tourism Satellite Account and incorporates statistics on many areas of hospitality provision. The latest statistics available relate to 2004/5 and the following snapshots from the account show the importance of the industry's contribution:

- a total of \$75 billion worth of Australian goods and services were consumed by tourists
- some 5.4 million international visitors consumed \$18.3 billion worth of Australian goods and services, 24% of tourism consumption
- domestic tourists consumed \$56.4 billion worth of Australian goods and services, 76% of tourism consumption
- tourism accounted for almost \$32 billion of Australia's total gross domestic product (GDP)
- international tourism exports contributed 11.1% of total exports of goods and services, greater than those of coal, iron, steel and non-ferrous metals combined
- there were 4.6 million Australian resident departures for travel to international destinations
- the tourism industry directly employed 550,100 persons, representing 5.6 % of all employment, with retail trade, accommodation and restaurants accounting for half of the employment generated by tourism.

Hospitality is commonly defined as the provision of food, beverage, catering, gaming and accommodation services for the consumer who may be a tourist or a local resident. Whereas accommodation providers are more clearly part of the tourism industry, other hospitality businesses such as restaurants, cafes and clubs are found in disparate locations and, accordingly, the clientele varies. Clearly there are some areas where tourists provide the main custom for these hospitality providers, for example in major tourist destinations and in tourist precincts.

Event organisation and management takes place across the full spectrum of business and community activity, often within community, cultural, hospitality, sporting and tourism industries. This Training Package provides relevant units of competency and qualifications for event organisation and management within professional conference organisers, exhibition and event management companies, sporting associations, community organisations, hospitality and cultural venues. It recognises that some event staging skills relate to the cultural and sporting industries, whose Training Packages provide specialist units in skills such as technical production and sporting activities. The SIT07 Training Package allows for importation of these units to allow the event management qualifications to apply across industries and business contexts.

The tourism, hospitality and events industries are dominated by a mix of interdependent small to medium businesses. They are complex industries with no standard way of defining the sectors they comprise. Commonly the industries identify the following sectors which are all covered by this Training Package:

- accommodation
- attractions and theme parks
- casinos
- clubs
- holiday parks and resorts, also known as caravan parks
- hotels
- information services and promotion (local, regional, state or territory, and national)
- meetings, incentives conventions and events (MICE)
- restaurants , cafes and catering
- retail travel
- tour guiding
- tour operations
- tour wholesaling, both inbound and outbound.

This Training Package provides flexible units of competency and qualifications to meet the needs of the very diverse occupations that exist within each of these sectors. Occupations covered by SIT07 include a range of activities in the tourism, hospitality and events industries, such as customer service and sales, operational, commercial cookery and catering, food and beverage service, accommodation service, product development, and marketing and promotion.

Contacts

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Qualifications Framework

The Australian Qualifications Framework

What is the Australian Qualifications Framework?

A brief overview of the Australian Qualifications Framework (AQF) follows. For a full explanation of the AQF, see the *AQF Implementation Handbook*. The 2007 version of the *AQF Implementation Handbook* is expected to be available on the Australian Qualifications Framework Advisory Board (AQFAB) website <www.aqf.edu.au> during September 2007, and in print in October 2007 (obtain the hard copy by contacting AQFAB on phone 03 9639 1606 or email at aqfab@curriculum.edu.au).

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the vocational education and training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

Qualifications

Training Packages can incorporate the following eight AQF qualifications.

- Certificate I in ...
- Certificate II in ...
- Certificate III in ...
- Certificate IV in ...
- Diploma of ...
- Advanced Diploma of ...
- Vocational Graduate Certificate of ...
- Vocational Graduate Diploma of ...

On completion of the requirements defined in the Training Package, a Registered Training Organisation (RTO) may issue a nationally recognised AQF qualification. Issuance of AQF qualifications must comply with the advice provided in the *AQF Implementation Handbook* and the AQTF 2007 *Essential Standards for Registration*.

Statement of Attainment

A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s). Issuance of Statements of Attainment must comply with the advice provided in the current *AQF Implementation Handbook* and the AQTF 2007 *Essential Standards for Registration*.

Under the AQTF 2007, RTOs must recognise the achievement of competencies as recorded on a qualification or Statement of Attainment issued by other RTOs. Given this, recognised competencies can progressively build towards a full AQF qualification.

AQF guidelines and learning outcomes

The *AQF Implementation Handbook* provides a comprehensive guideline for each AQF qualification.

A summary of the learning outcome characteristics and their distinguishing features for each VET-related AQF qualification is provided below.

Certificate I

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate knowledge by recall in a narrow range of areas;
- demonstrate basic practical skills, such as the use of relevant tools;
- perform a sequence of routine tasks given clear direction
- receive and pass on messages/information.

Certificate II

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of operations to be applied.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate basic operational knowledge in a moderate range of areas
- apply a defined range of skills
- apply known solutions to a limited range of predictable problems
- perform a range of tasks where choice between a limited range of options is required
- assess and record information from varied sources
- take limited responsibility for own outputs in work and learning.

Certificate III

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and competencies would cover selecting,

adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures and within known time constraints.

Applications may involve some responsibility for others. Participation in teams including group or team co-ordination may be involved.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate some relevant theoretical knowledge
- apply a range of well-developed skills
- apply known solutions to a variety of predictable problems
- perform processes that require a range of well-developed skills where some discretion and judgement is required
- interpret available information, using discretion and judgement
- take responsibility for own outputs in work and learning
- take limited responsibility for the output of others.

Certificate IV

Characteristics of Learning Outcomes

Breadth, depth and complexity of knowledge and competencies would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance are involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature. Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills. Applications involve responsibility for, and limited organisation of, others.

Distinguishing Features of Learning Outcomes

Do the competencies enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- apply solutions to a defined range of unpredictable problems
- identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas
- identify, analyse and evaluate information from a variety of sources
- take responsibility for own outputs in relation to specified quality standards
- take limited responsibility for the quantity and quality of the output of others.

Diploma*Characteristics of Learning Outcomes*

Breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and co-ordination.

The self directed application of knowledge and skills, with substantial depth in some areas where judgment is required in planning and selecting appropriate equipment, services and techniques for self and others.

Applications involve participation in development of strategic initiatives as well as personal responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team co-ordination may be involved.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

Distinguishing Features of Learning Outcomes

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas
- analyse and plan approaches to technical problems or management requirements
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- evaluate information, using it to forecast for planning or research purposes
- take responsibility for own outputs in relation to broad quantity and quality parameters
- take some responsibility for the achievement of group outcomes.

Advanced Diploma*Characteristics of Learning Outcomes*

Breadth, depth and complexity involving analysis, design, planning, execution and evaluation across a range of technical and/or management functions including development of new criteria or applications or knowledge or procedures.

The application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved.

Applications involve significant judgement in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

Distinguishing Features of Learning Outcomes

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of specialised knowledge with depth in some areas
- analyse, diagnose, design and execute judgements across a broad range of technical or management functions
- generate ideas through the analysis of information and concepts at an abstract level

- demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills
- demonstrate accountability for personal outputs within broad parameters
- demonstrate accountability for personal and group outcomes within broad parameters.

Vocational Graduate Certificate

Characteristics of competencies or learning outcomes

- The self directed development and achievement of broad and specialized areas of knowledge and skills, building on prior knowledge and skills.
- Substantial breadth and complexity involving the initiation, analysis, design, planning, execution and evaluation of technical and management functions in highly varied and highly specialised contexts.
- Applications involve making significant, high-level, independent judgements in major broad or planning, design, operational, technical and management functions in highly varied and specialized contexts. They may include responsibility and broad-ranging accountability for the structure, management and output of the work or function of others.

Distinguishing features of learning outcomes

- Demonstrate the self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Initiate, analyse, design, plan, execute and evaluate major broad or technical and management functions in highly varied and highly specialised contexts.
- Generate and evaluate ideas through the analysis of information and concepts at an abstract level.
- Demonstrate a command of wide-ranging, highly specialized technical, creative or conceptual skills in complex contexts.
- Demonstrate responsibility and broad-ranging accountability for the structure, management and output of the work or functions of others.

Vocational Graduate Diploma

Characteristics of competencies or learning outcomes

- The self-directed development and achievement of broad and specialized areas of knowledge and skills, building on prior knowledge and skills.
- Substantial breadth, depth and complexity involving the initiation, analysis, design, planning, execution and evaluation of major functions, both broad and highly specialized, in highly varied and highly specialized contexts.
- Further specialisation within a systematic and coherent body of knowledge.
- Applications involve making high-level, fully independent, complex judgements in broad planning, design, operational, technical and management functions in highly varied and highly specialized contexts. They may include full responsibility and accountability for all aspects of work and functions of others, including planning, budgeting and strategy development.
- The degree of emphasis on breadth, as opposed to depth, of knowledge and skills may

vary between qualifications granted at this level.

- *Distinguishing features of learning outcomes*
- Demonstrate the self-directed development and achievement of broad and highly specialized areas of knowledge and skills, building on prior knowledge and skills.
- Initiate, analyse, design, plan, execute, and evaluate major functions, both broad and within highly varied and highly specialized contexts.
- Generate and evaluate complex ideas through the analysis of information and concepts at an abstract level.
- Demonstrate an expert command of wide-ranging, highly specialised, technical, creative or conceptual skills in complex and highly specialised or varied contexts.
- Demonstrate full responsibility and accountability of personal outputs.
- Demonstrate full responsibility and accountability for all aspects of the work or functions of others, including planning, budgeting and strategy.

Skill Sets

Definition

Skill sets are defined as single units of competency, or combinations of units of competency from an endorsed Training Package, which link to a licence or regulatory requirement, or defined industry need.

Wording on Statements of Attainment

Skill sets are a way of publicly identifying logical groupings of units of competency which meet an identified need or industry outcome. Skill sets are not qualifications.

Where skill sets are identified in a Training Package, the Statement of Attainment can set out the competencies a person has achieved in a way that is consistent and clear for employers and others. This is done by including the wording ‘these competencies meet *[insert skill set title or identified industry area]* need’ on the Statement of Attainment. This wording applies only to skill sets that are formally identified as such in the endorsed Training Package. See the 2007 edition of the AQF Implementation handbook for advice on wording on Statements of Attainment—the updated version is available on the AQFAB website <www.aqf.edu.au>.

Skill sets in this Training Package

This section provides information on skills sets within this Training Package, with the following important disclaimer: Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.

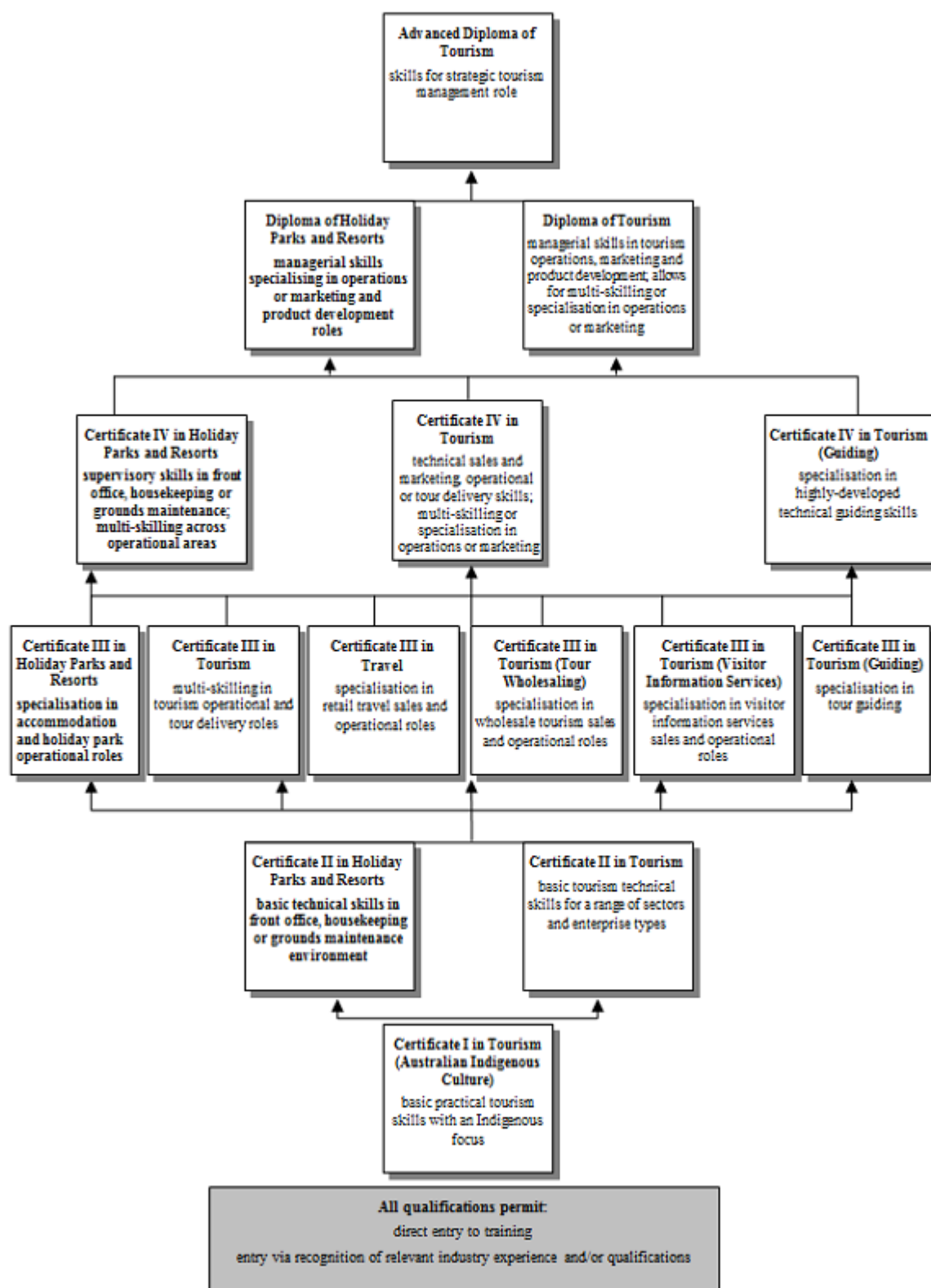
Where this section is blank, nationally recognised skill sets have yet to be identified in this industry

- Skill set name Barista
- Skill set name Beverage specialist
- Skill set name Essential Business Skills for a Restaurant Manager
- Skill set name Responsible service of alcohol
- Skill set name Sommelier

Qualification pathways

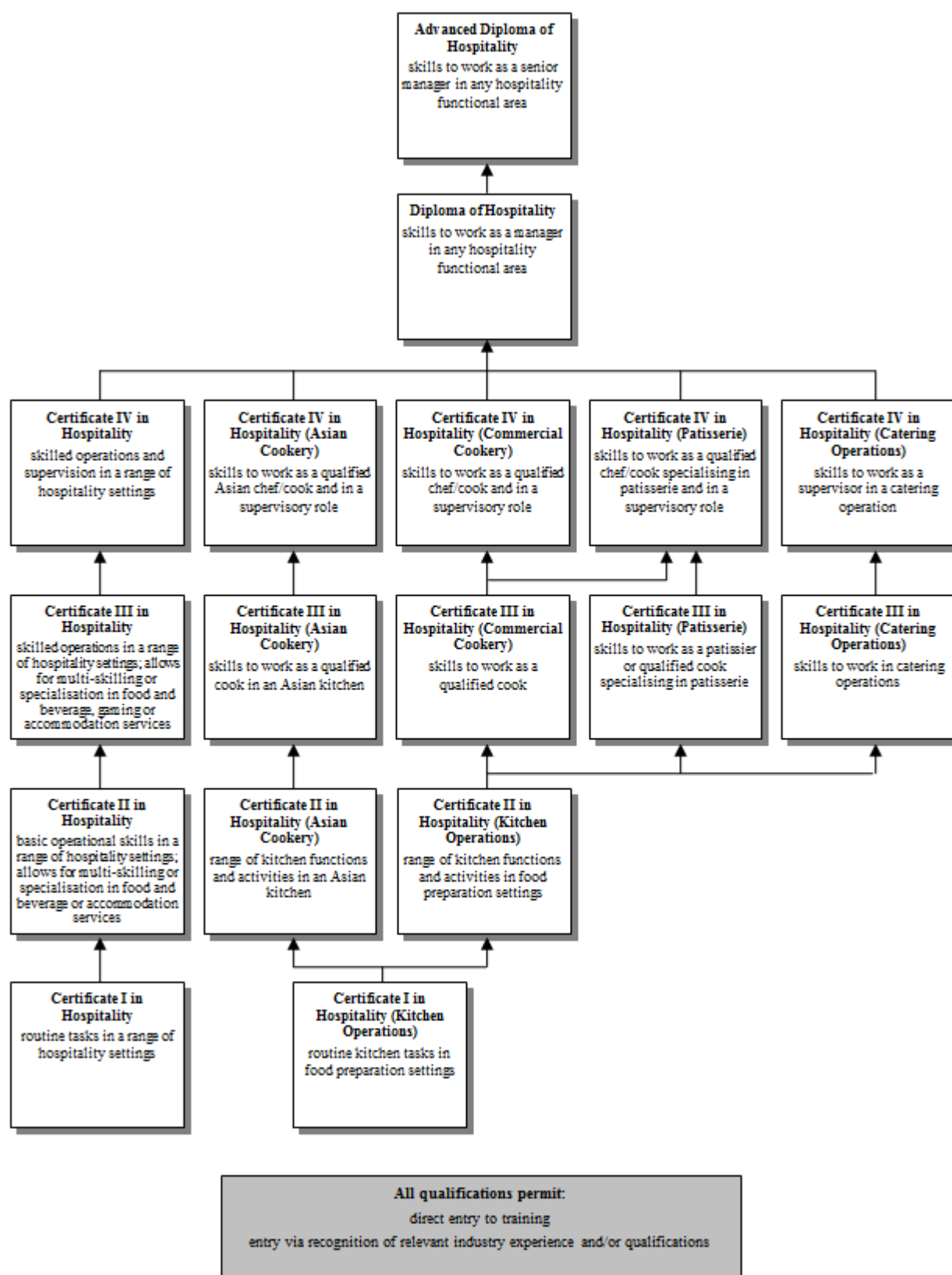
Tourism

The following summary chart provides examples of common qualification pathways within the industry, but it is recognised that typical career paths are not always linear. The tourism and holiday parks and resorts qualifications are flexible to meet a range of job outcomes and to support a wide range of career paths. They allow for various entry options, including direct entry at all qualification levels, and enable significant credit transfer between qualifications.



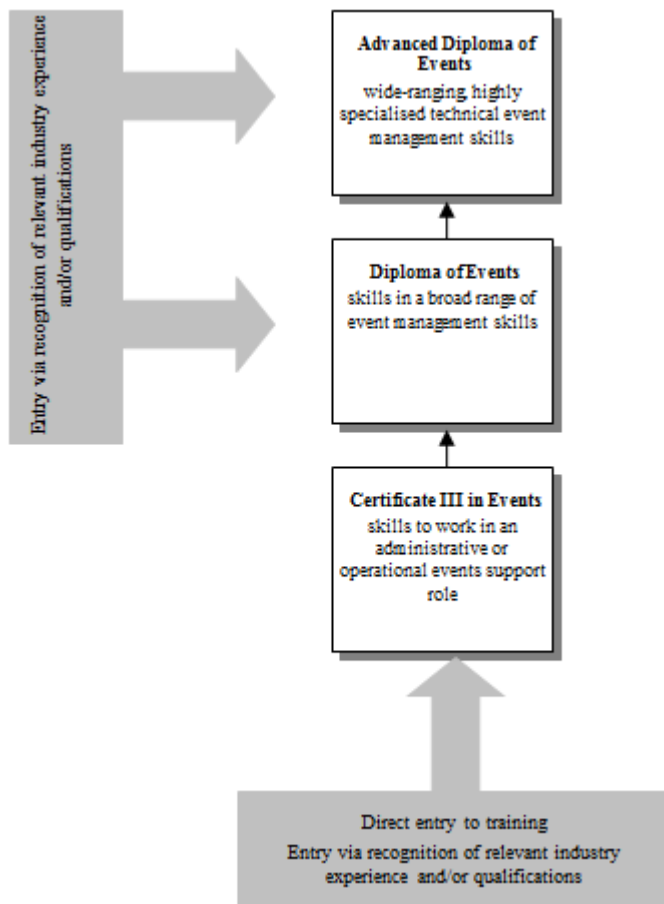
Hospitality

The following summary chart provides examples of common qualification pathways within the industry, but it is recognised that typical career paths are not always linear. The hospitality qualifications are flexible to meet a range of job outcomes and to support a wide range of career paths. They allow for various entry options, including direct entry at all qualification levels, and enable significant credit transfer between qualifications.



Events

The following summary chart provides examples of common qualification pathways within the industry, but it is recognised that typical career paths are not always linear. The events qualifications are flexible to meet a range of job outcomes and to support a wide range of career paths. They allow for various entry options, including via relevant industry experience or qualifications. They enable significant credit transfer between qualifications, including from related industry areas.



Employability skills

Employability skills replacing key competency information from 2006

In May 2005, the approach to incorporate employability skills within Training Package qualifications and units of competency was endorsed.

Background to employability skills

Employability skills are also sometimes referred to as generic skills, capabilities or key competencies. The employability skills discussed here build on the Mayer Committee's key competencies, which were developed in 1992 and attempted to describe generic competencies for effective participation in work.

The Business Council of Australia (BCA) and the Australian Chamber of Commerce and Industry (ACCI), produced the *Employability Skills for the Future* report in 2002 in consultation with other peak employer bodies and with funding provided by the Department of Education, Science and Training (DEST) and the Australian National Training Authority (ANTA). Officially released by Dr Nelson (Minister for Education, Science and Training) on 23 May 2002, copies of the report are available from the DEEWR website at: http://www.dest.gov.au/archive/ty/publications/employability_skills/index.htm.

The report indicated that business and industry now require a broader range of skills than the Mayer Key Competencies Framework and featured an Employability Skills Framework identifying eight employability skills:

- communication
- teamwork
- problem solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology.

The report demonstrated how employability skills can be further described for particular occupational and industry contexts by sets of facets. The facets listed in the report are the aspects of the employability skills that the sample of employers surveyed identified as being important work skills. These facets were seen by employers as being dependent both in their nature and priority on an enterprise's business activity.

Employability Skills Framework

The following table contains the employability skills facets identified in the report *Employability Skills for the Future*.

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
Communication that contributes to productive and harmonious relations across employees and customers	<ul style="list-style-type: none"> • listening and understanding • speaking clearly and directly • writing to the needs of the audience • negotiating responsively • reading independently • empathising • using numeracy effectively • understanding the needs of internal and external customers • persuading effectively

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
	<ul style="list-style-type: none"> • establishing and using networks • being assertive • sharing information • speaking and writing in languages other than English
Teamwork that contributes to productive working relationships and outcomes	<ul style="list-style-type: none"> • working across different ages irrespective of gender, race, religion or political persuasion • working as an individual and as a member of a team • knowing how to define a role as part of the team • applying teamwork to a range of situations e.g. futures planning and crisis problem solving • identifying the strengths of team members • coaching and mentoring skills, including giving feedback
Problem solving that contributes to productive outcomes	<ul style="list-style-type: none"> • developing creative, innovative and practical solutions • showing independence and initiative in identifying and solving problems • solving problems in teams • applying a range of strategies to problem solving • using mathematics, including budgeting and financial management to solve problems • applying problem-solving strategies across a range of areas • testing assumptions, taking into account the context of data and circumstances • resolving customer concerns in relation to complex project issues
Initiative and enterprise that contribute to innovative outcomes	<ul style="list-style-type: none"> • adapting to new situations • developing a strategic, creative and long-term vision • being creative • identifying opportunities not obvious to others • translating ideas into action • generating a range of options • initiating innovative solutions
Planning and organising that contribute to long and short-term strategic planning	<ul style="list-style-type: none"> • managing time and priorities – setting time lines, coordinating tasks for self and with others • being resourceful • taking initiative and making decisions • adapting resource allocations to cope with contingencies • establishing clear project goals and deliverables • allocating people and other resources to tasks

Skill	Facets Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type.
	<ul style="list-style-type: none"> • planning the use of resources, including time management • participating in continuous improvement and planning processes • developing a vision and a proactive plan to accompany it • predicting – weighing up risk, evaluating alternatives and applying evaluation criteria • collecting, analysing and organising information • understanding basic business systems and their relationships
Self-management that contributes to employee satisfaction and growth	<ul style="list-style-type: none"> • having a personal vision and goals • evaluating and monitoring own performance • having knowledge and confidence in own ideas and visions • articulating own ideas and visions • taking responsibility
Learning that contributes to ongoing improvement and expansion in employee and company operations and outcomes	<ul style="list-style-type: none"> • managing own learning • contributing to the learning community at the workplace • using a range of mediums to learn – mentoring, peer support and networking, IT and courses • applying learning to technical issues (e.g. learning about products) and people issues (e.g. interpersonal and cultural aspects of work) • having enthusiasm for ongoing learning • being willing to learn in any setting – on and off the job • being open to new ideas and techniques • being prepared to invest time and effort in learning new skills • acknowledging the need to learn in order to accommodate change
Technology that contributes to the effective carrying out of tasks	<ul style="list-style-type: none"> • having a range of basic IT skills • applying IT as a management tool • using IT to organise data • being willing to learn new IT skills • having the OHS knowledge to apply technology • having the appropriate physical capacity

Employability Skills Summary

An Employability Skills Summary exists for each qualification. Summaries provide a lens through which to view employability skills at the qualification level and capture the key aspects or facets of the employability skills that are important to the job roles covered by the qualification. Summaries are designed to assist trainers and assessors to identify and include important industry application of employability skills in learning and assessment strategies.

The following is important information for trainers and assessors about Employability Skills Summaries.

- Employability Skills Summaries provide examples of how each skill is applicable to the job roles covered by the qualification.
- Employability Skills Summaries contain general information about industry context which is further explained as measurable outcomes of performance in the units of competency in each qualification.
- The detail in each Employability Skills Summary will vary depending on the range of job roles covered by the qualification in question.
- Employability Skills Summaries are not exhaustive lists of qualification requirements or checklists of performance (which are separate assessment tools that should be designed by trainers and assessors after analysis at the unit level).
- Employability Skills Summaries contain information that may also assist in building learners' understanding of industry and workplace expectations.

Australian Apprenticeship pathways

The following qualifications are suitable for an Australian Apprenticeship pathway.

Code	Title
SIT10107	Certificate I in Tourism (Australian Indigenous Culture)
SIT10207	Certificate I in Hospitality
SIT10307	Certificate I in Hospitality (Kitchen Operations)
SIT20107	Certificate II in Tourism
SIT20207	Certificate II in Hospitality
SIT20307	Certificate II in Hospitality (Kitchen Operations)
SIT20407	Certificate II in Hospitality (Asian Cookery)
SIT20509	Certificate II in Holiday Parks and Resorts
SIT30107	Certificate III in Tourism
SIT30212	Certificate III in Travel
SIT30307	Certificate III in Tourism (Tour Wholesaling)
SIT30407	Certificate III in Tourism (Visitor Information Services)
SIT30507	Certificate III in Tourism (Guiding)

Code	Title
SIT30607	Certificate III in Events
SIT30707	Certificate III in Hospitality
SIT30807	Certificate III in Hospitality (Commercial Cookery)
SIT30907	Certificate III in Hospitality (Asian Cookery)
SIT31007	Certificate III in Hospitality (Catering Operations)
SIT31107	Certificate III in Hospitality (Patisserie)
SIT31209	Certificate III in Holiday Parks and Resorts
SIT40107	Certificate IV in Tourism (Guiding)
SIT40207	Certificate IV in Tourism
SIT40307	Certificate IV in Hospitality
SIT40407	Certificate IV in Hospitality (Commercial Cookery)
SIT40507	Certificate IV in Hospitality (Asian Cookery)
SIT40607	Certificate IV in Hospitality (Catering Operations)
SIT40707	Certificate IV in Hospitality (Patisserie)
SIT40809	Certificate IV in Holiday Parks and Resorts

Qualification requirements

An RTO will award a qualification when the required number of units of competency, as determined by the packaging rules for the specific qualification, has been demonstrated. If a learner does not complete all of the units of competency required for a qualification he/she will receive a Statement of Attainment for the units completed.

Units of competency within each qualification have been categorised as either core or elective. The core units are essential to the qualification. Candidates must also choose the specified number of elective units required for each qualification.

Qualification code and title	Number of core units required	Number of elective units required	Total number of units required

Qualification code and title	Number of core units required	Number of elective units required	Total number of units required
SIT10107 Certificate I in Tourism (Australian Indigenous Culture)	3	3	6
SIT10207 Certificate I in Hospitality	5	2	7
SIT10307 Certificate I in Hospitality (Kitchen Operations)	7	3	10
SIT20107 Certificate II in Tourism	4	7	11
SIT20207 Certificate II in Hospitality	6	6	12
SIT20307 Certificate II in Hospitality (Kitchen Operations)	11	5	16
SIT20407 Certificate II in Hospitality (Asian Cookery)	11	5	16
SIT20509 Certificate II in Holiday Parks and Resorts	4	7	11
SIT30107 Certificate III in Tourism	5	10	15
SIT30212 Certificate III in Travel	15	7	22
SIT30307 Certificate III in Tourism (Tour Wholesaling)	16	3	19
SIT30407 Certificate III in Tourism (Visitor Information Services)	13	5	18
SIT30507 Certificate III in Tourism (Guiding)	10	4	14
SIT30607 Certificate III in Events	5	10	15
SIT30707 Certificate III in Hospitality	8	8	16
SIT30807 Certificate III in Hospitality (Commercial Cookery)	26	3	29
SIT30907 Certificate III in	24	4	28

Qualification code and title	Number of core units required	Number of elective units required	Total number of units required
Hospitality (Asian Cookery)			
SIT31007 Certificate III in Hospitality (Catering Operations)	20	5	25
SIT31107 Certificate III in Hospitality (Patisserie)	18	6	24
SIT31209 Certificate III in Holiday Parks and Resorts	7	12	19
SIT40107 Certificate IV in Tourism (Guiding)	11	7	18
SIT40207 Certificate IV in Tourism	12	13	25
SIT40307 Certificate IV in Hospitality	14	12	26
SIT40407 Certificate IV in Hospitality (Commercial Cookery)	34	5	39
SIT40507 Certificate IV in Hospitality (Asian Cookery)	31	7	38
SIT40607 Certificate IV in Hospitality (Catering Operations)	29	9	38
SIT40707 Certificate IV in Hospitality (Patisserie)	34	6	40
SIT40809 Certificate IV in Holiday Parks and Resorts	12	12	24
SIT50107 Diploma of Tourism	17	16	33
SIT50207 Diploma of Events	14	10	24
SIT50307 Diploma of Hospitality	23	16	39
SIT50409 Diploma of Holiday Parks and Resorts	18	11	29
SIT60107 Advanced Diploma of Tourism	22	18	40

Qualification code and title	Number of core units required	Number of elective units required	Total number of units required
SIT60207 Advanced Diploma of Events	16	8	24
SIT60307 Advanced Diploma of Hospitality	29	18	47

Assessment Guidelines

These Assessment Guidelines provide the endorsed framework for assessment of units of competency in this Training Package. They are designed to ensure that assessment is consistent with the AQTF 2007. Assessments against the units of competency in this Training Package must be carried out in accordance with these assessment guidelines.

Assessment system overview

This section provides an overview of the requirements for assessment when using this Training Package, including a summary of the AQTF requirements, licensing and registration requirements, and assessment pathways.

Benchmarks for assessment

Assessment within the National Skills Framework is the process of collecting evidence and making judgements about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

In the areas of work covered by this Training Package, the endorsed units of competency are the benchmarks for assessment. As such, they provide the basis for nationally recognised Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by Registered Training Organisations (RTOs).

Australian Quality Training Framework assessment requirements

Assessment leading to nationally recognised AQF qualifications and Statements of Attainment in the vocational education and training sector must meet the requirements of the AQTF as expressed in the AQTF 2007 *Essential Standards for Registration*.

The AQTF 2007 *Essential Standards for Registration* can be downloaded from <www.training.com.au>. The following points summarise the assessment requirements.

Registration of training organisations

Assessment must be conducted by, or on behalf of, and RTO formally registered by a State or Territory Registering/ Course Accrediting Body in accordance with the AQTF 2007. The RTO must have the specific units of competency and/or AQF qualifications on its scope of registration.

Quality training and assessment

Each RTO must provide quality training and assessment across all its operations. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

Assessor competency requirements

Each person involved in training and assessment must be competent for the functions they perform. See the AQTF 2007 *Essential Standards for Registration*, Standard 1 for assessor (and trainer) competency requirements.

Assessment Requirements

The RTO's assessments, including RPL, must meet the requirements of the relevant endorsed Training Package. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

Assessment Strategies

Each RTO must have strategies for training and assessment that meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders. See the AQTF 2007 *Essential Standards for Registration*, Standard 1.

National Recognition

Each RTO must recognise the AQF qualifications and Statements of Attainment issued by any other RTO. See the AQTF 2007 *Essential Standards for Registration*, Condition of Registration 7: Recognition of qualifications issued by other RTOs.

Access and Equity and Client Outcomes

Each RTO must adhere to the principles of access and equity and maximise outcomes for its clients. See the AQTF 2007 *Essential Standards for Registration*, Standard 2.

Monitoring Assessments

Training and/or assessment provided on behalf of the RTO must be monitored to ensure that it is in accordance with all aspects of the *Essential Standards for registration*. See the AQTF 2007 *Essential Standards for Registration*, Standard 3.

Recording Assessment Outcomes

Each RTO must manage records to ensure their accuracy and integrity. See the AQTF 2007 *Essential Standards for Registration*, Standard 3.

Issuing AQF qualifications and Statements of Attainment

Each RTO must issue AQF qualifications and Statements of Attainment that meet the requirements of the current AQF Implementation Handbook and the endorsed Training packages within the scope of its registration. An AQF qualification is issued once the full requirements for a qualification, as specified in the nationally endorsed training Package are met. A Statement of Attainment is issued when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s). See the AQTF 2007 and the 2007 edition of the AQF Implementation Handbook – available on the AQFAB website <www.aqf.edu.au>.

Licensing/registration requirements

This section provides information on licensing/registration requirements for this Training Package, with the following important disclaimer.

Licensing and registration requirements that apply to specific industries and VET vary between each State and Territory and can regularly change. The developers of this Training Package, and DEEWR, consider that the licensing/registration requirements described in this section apply to RTOs, assessors or candidates with respect to this Training Package. While reasonable care has been taken in its preparation, the developers of this Training Package and DEEWR cannot guarantee that the list is definitive or accurate at the time of reading; the information in this section is provided in good faith on that basis.

Contact the relevant state or territory department(s) to check if the licensing/registration requirements described below still apply, and to check if there are any others with which you must comply. For further information contact www.serviceskills.com.au.

Requirements for assessors

In order to conduct assessment for statutory licensing or other industry registration requirements, assessors must meet the requirements outlined in the following chart, in addition to the AQTF requirements.

LICENCE/ REGISTRATION	JURISDICTION	REQUIREMENTS
Responsible Service of Alcohol	State and territory liquor licensing authorities	Some state and territory liquor licensing authorities have specific requirements for assessors. Those developing assessment strategies to support this unit must undertake consultation with the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers

		and assessors.
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These requirements may be met through contacting the relevant state or territory liquor licensing authority.

Requirements for RTOs

Selected units of competency and qualifications in this Training Package provide the basis for a range of statutory licensing and industry registration arrangements. To satisfy these licensing and registration arrangements, RTOs must meet the additional requirements detailed in the following table.

LICENCE/ REGISTRATION	JURISDICTION	REQUIREMENTS
Responsible Service of Alcohol	State and territory liquor licensing authorities	Some state and territory liquor licensing authorities have specific requirements for training organisations. Those developing training to support this unit must undertake consultation with the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.
Casino Table Games	State and territory gaming authorities	State and territory gaming authorities restrict the training and assessment of casino table game units to licensed casinos and any partnership RTOs. Those developing training to support these units must undertake consultation with the relevant state or territory gaming authority to determine any accreditation arrangements for their organisation, courses, trainers and assessors.

Requirements for candidates

Individuals being assessed under statutory licensing and industry registration systems must comply with training and experience requirements additional to the minimum requirements identified in this Training Package. These additional requirements may apply to the following areas:

Responsible service of alcohol

The unit SITXFAB009A Provide responsible service of alcohol applies to all levels of sales personnel involved in the sales, service and promotion of alcohol in licensed premises, including the licensee when involved in sales. Under differing state and territory legislation it is only a required unit for certain nominated personnel operating in licensed premises. Candidates should seek advice from their local liquor licensing authority or training organisation on their requirement to complete this unit.

Commercial cookery

Certificate III in Hospitality (Commercial Cookery) is recognised as the appropriate certificate for trade recognition. Some states and territories may impose a mandatory period of industry experience before awarding trade recognition.

Casino table games

The following suite of nine units applies to dealers working within licensed casinos which are regulated by state and territory gaming authorities:

- 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

Under some state and territory legislation these are required occupational licensing units for those personnel conducting table games in licensed casinos. Candidates should seek advice from their local gaming authority and their casino employer on their requirement to complete one or more of these units.

Travel agent licensing

In most states and territories some travel agencies, tour wholesalers and tour operators are subject to business licensing requirements determined by the local Department or Office of Fair Trading under the Travel Agents Licensing Act. The training and industry experience requirements vary but are most often linked to the achievement of the following unit by the manager of the business:

- SITTTSL013B Construct normal international airfares (previously THTSOP20B).

Candidates should seek advice from their local business licensing authority on their requirement to complete this unit.

Food safety

In some states and territories there is a requirement for certain personnel involved in food handling to complete training and assessment in the following units:

- SITXFSA001A Implement food safety procedures
- SITXOHS002A Follow workplace hygiene procedures

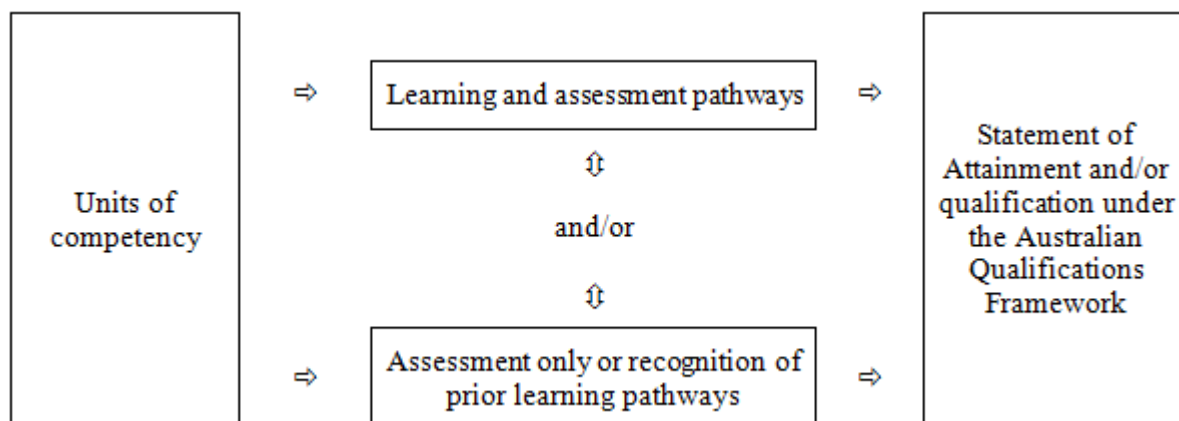
Candidates should seek advice from their local food safety authority on their requirement to complete these units.

Pathways

The competencies in this Training Package may be attained in a number of ways including through:

- formal or informal education and training
- experiences in the workplace
- general life experience
- any combination of the above.

Assessment under this Training Package leading to an AQF qualification or Statement of Attainment may follow a learning and assessment pathway, an assessment-only or recognition pathway, or a combination of the two as illustrated in the following diagram.



Each of these assessment pathways leads to full recognition of competencies held – the critical issue is that the candidate is competent, not how the competency was acquired.

Assessment, by any pathway, must comply with the assessment requirements set out in the *Standards for Registered Training Organisations*.

Learning and assessment pathways

Usually, learning and assessment are integrated, with assessment evidence being collected and feedback provided to the candidate at any time throughout the learning and assessment process.

Learning and assessment pathways may include structured programs in a variety of contexts using a range of strategies to meet different learner needs. Structured learning and assessment programs could be group-based, work-based, project-based, self-paced and action learning-based; conducted by distance or e-learning; and/or involve practice and experience in the workplace.

Learning and assessment pathways to suit Australian apprenticeships have a mix of formal structured training and structured workplace experience with formative assessment activities through which candidates can acquire and demonstrate skills and knowledge from the relevant units of competency.

Assessment-only or recognition of prior learning pathway

Competencies already held by individuals can be formally assessed against the units of competency in this Training Package, and should be recognised regardless of how, when or where they were achieved.

In an assessment-only or recognition of prior learning (RPL) pathway, the candidate provides current, quality evidence of their competency against the relevant unit of competency. This process may be directed by the candidate and verified by the assessor, such as in the compilation of portfolios; or directed by the assessor, such as through observation of workplace performance and skills application, and oral and/or written assessment. Where the outcomes of this process indicate that the candidate is competent, structured training is not required. The RPL requirements of the AQTF 2007 must be met (Standard 1).

As with all assessment, the assessor must be confident that the evidence indicates that the candidate is currently competent against the endorsed unit of competency. This evidence may take a variety of forms and might include certification, references from past employers, testimonials from clients, and work samples. The onus is on candidates to provide sufficient evidence to satisfy assessors that they currently hold the relevant competencies. In judging evidence, the assessor must ensure that the evidence of prior learning is:

- authentic (the candidate's own work)
- valid (directly related to the current version of the relevant endorsed unit of competency)
- reliable (shows that the candidate consistently meets the endorsed unit of competency)
- current (reflects the candidate's current capacity to perform the aspect of the work covered by the endorsed unit of competency)
- sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills, and job/role environment skills).

The assessment only or recognition of prior learning pathway is likely to be most appropriate in the following scenarios:

- candidates enrolling in qualifications who want recognition for prior learning or current competencies
- existing workers
- individuals with overseas qualifications
- recent migrants with established work histories
- people returning to the workplace
- people with disabilities or injuries requiring a change in career.

Combination of pathways

Where candidates for assessment have gained competencies through work and life experience and gaps in their competence are identified, or where they require training in new areas, a combination of pathways may be appropriate.

In such situations, the candidate may undertake an initial assessment to determine their current competency. Once current competency is identified, a structured learning and assessment program ensures that the candidate acquires the required additional competencies identified as gaps.

Assessor requirements

This section identifies the mandatory competencies for assessors, and clarifies how others may contribute to the assessment process where one person alone does not hold all the required competencies.

Assessor competencies

The AQTF 2007 specifies mandatory competency requirements for assessors. For information, Element 1.4 from the AQTF 2007 Essential Standards for Registration follows:

- | |
|--|
| <p>1.4 Training and assessment are conducted by trainers and assessors who:</p> <ul style="list-style-type: none">a) have the necessary training and assessment competencies as determined by the National Quality Council or its successorsb) have the relevant vocational competencies at least to the level being delivered or assessedc) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services. |
|--|

Tourism and Hospitality industry requirements for assessors

In the tourism and hospitality industries, in addition to holding the mandatory units of competency in assessment and the relevant vocational competencies they are assessing, assessors (or at least one person in the assessment team) conducting assessment for qualifications at Certificate II and above must satisfy the following requirements.

- Relevant industry experience in the field in which they are assessing. Relevant industry-based supervisory and/or management experience would be of benefit.
- Comprehensive current knowledge of the industry, current industry practices and the job role against which performance is being assessed. This current knowledge may be developed and demonstrated through:
 - participation in relevant industry professional development activities
 - conduct of relevant industry projects and research activities
 - recent and relevant work experience in a commercial environment
 - involvement in professional industry networks and memberships
 - participation in assessment and/or training activities conducted in the workplace.

Certificates III and IV in Commercial Cookery

Assessors assessing competency standards as part of a Certificate III or IV qualification must hold a commercial cookery qualification as well as having post-qualification work experience in a fully-equipped, commercial kitchen.

Alternative ways of meeting the requirement to use qualified assessors

OPTIONS	Assessors, technical experts and workplace supervisors (includes mandated requirements and recommended attributes)
Single assessor An individual assessor conducts the assessment	An assessor is required to: <ul style="list-style-type: none"> • hold formal recognition of competence in the relevant units in the TAA04 Training and Assessment Training Package • be deemed competent and, where possible, hold formal recognition in the specific units of competency from this Training Package, at least to the level being assessed • demonstrate current knowledge of the industry, industry practices, and the job or role against which performance is being assessed • demonstrate current knowledge and skill in assessing against this Training Package in a range of contexts.
Partnership arrangement An assessor works with a technical expert to conduct the assessment	An assessor is required to: <ul style="list-style-type: none"> • hold formal recognition of competence in the relevant units in the TAA04 Training and Assessment Training Package • demonstrate current knowledge and skill in assessing against this Training Package in a range of contexts. A technical expert shall be a person who: <ul style="list-style-type: none"> • is deemed competent and, where possible, holds formal recognition of competence in the specific units of competency from this Training Package, at least to the level being assessed • demonstrates current knowledge of the industry, industry practices, and the job or role against which performance is being assessed • communicates and liaises with the assessor throughout the assessment

	process.
Assessment team/panel A team working together to conduct the assessment	<p>Members of an assessment team or panel that comprises assessment and industry experience and expertise, work together in the collection of evidence and make judgements about competency. The members of the team must collectively meet the following requirements:</p> <ul style="list-style-type: none"> • hold formal recognition of competence in the relevant units in the TAA04 Training and Assessment Training Package • be deemed competent and, where possible, holds formal recognition of competence in the specific units of competency from this Training Package, at least to the level being assessed • demonstrate current knowledge of the industry, industry practices, and the job or role against which performance is being assessed. This would be demonstrated through evidence of actual workplace experience within the last two years and one or more of the items below: • attendance at professional development or training and education activities focusing on good practice in the relevant industry competencies • participation in professional or industry networks • demonstrate current knowledge and skill in assessing against this Training Package in a range of contexts.

Designing assessment tools

This section provides an overview on the use and development of assessment tools.

Use of assessment tools

Assessment tools provide a means of collecting the evidence that assessors use in making judgements about whether candidates have achieved competency.

There is no set format or process for the design, production or development of assessment tools. Assessors may use prepared assessment tools, such as those specifically developed to support this Training Package, or they may develop their own.

Using prepared assessment tools

If using prepared assessment tools, assessors should ensure these are benchmarked, or mapped, against the current version of the relevant unit of competency. This can be done by checking that the materials are listed on the National Training Information Service (www.ntis.gov.au). Materials on the list have been noted by the National Training Quality Council as meeting their quality criteria for Training Package support materials.

Developing assessment tools

When developing their own assessment tools, assessors must ensure that the tools:

- are benchmarked against the relevant unit or units of competency
- are reviewed as part of the validation of assessment strategies as required under Standard 1 of the AQTF 2007
- meet the assessment requirements expressed in Standard 1 of the AQTF 2007.

A key reference for assessors developing assessment tools is TAA04 Training and Assessment Training Package and the unit of competency TAAASS403A *Develop assessment tools*.

Conducting assessment

This section details the mandatory assessment requirements and provides information on equity in assessment including reasonable adjustment.

Assessment requirements

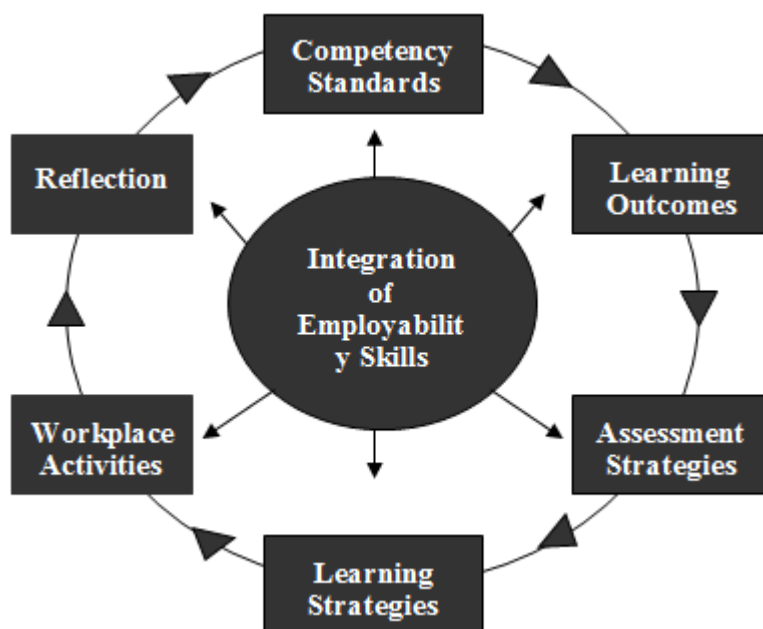
Assessments must meet the criteria set out in the AQTF 2007 Essential Standards for Registration.

For information, the mandatory assessment requirements from Standard 1 from the AQTF 2007 *Essential Standards for Registration* are as follows:

- 1.5 Assessment, including Recognition of Prior Learning:
- a) meets the requirements of the relevant Training Package or accredited course
 - b) is conducted in accordance with the principles of assessment and the rules of evidence, and
 - c) meets workplace and, where relevant, regulatory requirements.

Delivery and assessment of employability skills

Employability skills are integral to workplace competency and, as such, must be considered in the design, customisation, delivery and assessment of vocational education and training programs in an integrated and holistic way, as represented diagrammatically below.



Training providers must analyse the employability skills information contained in units of competency in order to design valid and reliable learning and assessment strategies. This analysis includes:

- reviewing unit(s) of competency to determine how each relevant employability skill is found and applied within the unit
- analysing the Employability Skills Summary for the qualification in which the unit(s) is/are packaged to help clarify relevant industry/workplace contexts with regard to the application of employability skills at that qualification level
- designing learning and assessment activities that address the employability skills requirements.

For more information on employability skills in the SIT07 Tourism, Hospitality and Events Training Package, go to the Service Skills Australia website at www.serviceskills.com.au.

Access and equity

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in this Training Package.

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities. Adjustments include any changes to the assessment process or context that meet the individual needs of the person with a disability, but do not change competency outcomes. Such adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with disabilities, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.

Assessment in the Tourism, Hospitality and Events Industries

Following is a summary of assessment requirements for units of competency contained in SIT07 Tourism, Hospitality and Events Training Package.

Assessment requirements

Context of assessment and resource requirements

For valid and reliable assessment, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the workplace supervisor and/or an experienced industry person. The ultimate outcome of the assessment process must be validated by an RTO.

Competency should be demonstrated in a range of situations which may include customer service situations and involvement in other related activities normally expected in the industry environment.

Assessment should be undertaken in an environment that meets industry-relevant industry regulations, legislation and codes of practice.

Specific assessment environments are identified in each unit of competency and the conditions, equipment and resources required for these environments are described in detail in the 'Assessment environment' section below.

Assessment methods

All units identify assessment methods appropriate to the individual unit of competency. This may include observation of workplace tasks, written or oral questioning to assess knowledge, completing workplace documents and role plays.

Integrated assessment

An integrated approach to assessment brings together a number of units of competency that reflect actual workplace requirements, and involves designing integrated assessment activities to collect evidence for a number of units together.

Some units include suggested units which can be grouped together for integrated assessment. However all units that relate to a job function can be combined into an integrated assessment.

Holistic units

Some units in SIT07 Tourism, Hospitality and Events Training Package are designed to support the integration of the full range of individual organisational and technical skills that make up a job role. These units require demonstration of integrated skills on multiple occasions within the specified industry environment. It would be expected that this would be achieved through an Australian Apprenticeship pathway, or a significant period of work experience in industry to allow collection of sufficient evidence.

It is expected that final assessment of these units will be conducted following the completion of other units required for a qualification. However, the collection of evidence will take place over a period of time, and may commence prior to completion of other required units. These units are:

SITHASC027A Prepare, cook and serve Asian food for food service

SITHASC028A Prepare, cook and serve Asian food for menus

SITHCCC027A Prepare, cook and serve food for food service

SITHCCC028A Prepare, cook and serve food for menus

SITHFAB020A Apply food and beverage skills in the workplace

SITHFAB021A Provide and coordinate food and beverage service

SITHIND002A Apply hospitality skills in the workplace

SITHIND003A Provide and coordinate hospitality service.

Evidence required for demonstration of consistent performance

For valid and reliable assessment, evidence should generally be gathered through a range of methods and over a period of time to indicate consistent performance. Some units specify a minimum number of occasions on which skills must be demonstrated.

Evidence can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Prerequisite and co-requisite requirements at unit level

Prerequisite and co-requisite requirements at the unit of competency level have been kept to a minimum to minimise unnecessary barriers. Individual prerequisite and co-requisite requirements are specified within each unit of competency where they apply, and a summary of all prerequisite and co-requisite requirements is included in the Preliminary Information to this Training Package.

Assessment environment

Assessment of skills for the tourism, hospitality and events industry should in general be conducted in the workplace. However, assessment in the workplace is not always possible, nor even always appropriate. Wherever assessment is conducted, however, it is vital that the assessment environment is as industry realistic as possible. It is therefore essential that assessment is conducted using suitable resources and equipment and under industry-relevant workplace conditions.

This involves:

- appropriate environments as specified in the 'Context of and specific resources for assessment' section within each unit (specific requirements for each location are detailed on the following pages)
- adequate, up-to-date equipment and technology that reflect current industry practices
- speed and timing for tasks typical for a commercial operation
- productivity to reflect industry expectations
- integration of multiple tasks and application of multiple competencies simultaneously
- dealing with multiple and varied customers* and team members
- interruptions to work typical of the workplace
- dealing with multiple and varied problems in given timeframes
- integration into work of health and safety issues, employability skills and compliance demands
- sufficient customer traffic that accurately reflects the complexity of the role and allows candidates to deal with multiple tasks simultaneously.

* A customer is a person or organisation who pays for a product or service (or is the invited guest of someone who is paying) and therefore would expect the product and service to be of equivalent standard to that provided in a commercially viable business. For example, in the case of in a training restaurant, it is any person, other than a student/staff member currently undertaking/teaching this unit of competency, who either pays for, or is invited to consume, a meal prepared, cooked and served by trainees. Assessors would be required to use professional judgement based on their industry experience to make this determination.

Industry environments and contexts

Individual units of competency include, where relevant, an identification of the specific environment required for assessment. In addition to the broad requirements specified above, assessment in these environments will require a range of equipment and resources specific to the industry context.

The following list provides details of the resources and equipment requirements for each of the assessment environments specified within each unit of competency. Additional resource requirements may apply for specific units of competency; these are listed within the units.

Requirements for the following environments are detailed below:

- operational commercial kitchen
- kitchen storage area
- food preparation area
- operational pastry kitchen
- commercial kitchen suitable for Asian cookery
- operational bar
- operational restaurant or dining area
- accommodation environment
- accommodation front office environment
- tourism office
- touring environment
- events context.

Specific per-person equipment ratios specified in the following lists relate to the availability of these resources for the purposes of assessment. It is assumed that the same piece of equipment may be accessed by multiple candidates at different times.

Industry acknowledges that not all businesses have the resources specified and expects that a partnership between the workplace and the RTO will allow access to the resources specified for the purposes of training and assessment.

Hospitality environments

Operational commercial kitchen

Fixtures and large equipment:

- stainless steel benches (1.5 m/person) or equivalent benches that comply with health department standards
- microwave
- salamander or other form of griller (one per 4 persons)
- commercial dishwasher
- bain marie or hot box
- double sink
- slicing machine
- commercial oven (1 per 2 persons)
- commercial refrigeration unit with shelving
- burners (2 burners per 1 person)
- freezer unit
- deep-fryer
- commercial mixer
- hot plate, grill or griddle
- food processor and accessories
- garbage area.

Operational commercial kitchen

Small equipment:

- appropriate cutlery and crockery
- storage facilities and containers for hot and cold storage
- colour-coded cutting boards, in material other than wood
- moulds and forms
- baking sheets and trays
- assorted pans and frypans, including stainless steel, cast iron, iron and non-stick
- assorted stainless steel mixing bowls
- scales
- sharpening steel and assorted cooks knives, including boning, utility, filleting, carving and bread
- wooden spoons, scrapers and spatulas
- serving spoons, ladles and measuring spoons
- tongs and serving utensils
- small utensils, including pastry brush, fruit corers, cooking thermometer, vegetable peelers and graters
- whisks, including fine and coarse stainless steel wire
- first aid kit and manual
- ordering and docketing system
- fire blanket and extinguishers
- personal protective clothing, including cook's uniform and food handler's gloves

Cleaning materials and equipment:

- detergents
- tea towels
- sponges, brushes and scourers
- separate hand basin and soap dispenser
- hand towel dispenser
- garbage bins and bags
- disinfectant.

Kitchen storage area

- designated storage areas (dry and dairy)
- nominated delivery area
- scales, including scales for weighing large quantities
- temperature probe/thermometer
- cleaning materials and separate storage
- freezer
- appropriate recording systems, such as colour-coded food labels
- storage trays and equipment
- suitable storage shelves
- scissors or secateurs
- lifting and transporting equipment, such as trolleys.

Food preparation area***Fixtures and large equipment:***

-
- stainless steel benches (1.5 m/person) or equivalent benches that comply with health department standards
- burner
- griller
- slicing machine
- sink
- refrigeration unit with shelving
- storage facilities.

Small equipment:

- assorted pots and pans
- sharpening steel and assorted cook's knives, including utility and bread
- small utensils, including fruit corers, vegetable peelers and graters
- sandwich cutting templates and guides
- appropriate receptacles for presentation and display purposes
- platters, boards and trolley for presentation where required
- tongs and serving utensils
- colour-coded cutting boards in a material other than wood
- can opener
- cling film and aluminium foil
- packaging materials
- containers for hot and cold storage
- appropriate crockery
- ordering/docketing system
- personal protective clothing, including food handler's gloves

Kitchen storage area

- designated storage areas (dry and dairy)
- nominated delivery area
- scales, including scales for weighing large quantities
- temperature probe/thermometer
- cleaning materials and separate storage
- freezer
- appropriate recording systems, such as colour-coded food labels
- storage trays and equipment
- suitable storage shelves
- scissors or secateurs
- lifting and transporting equipment, such as trolleys.

Cleaning materials and equipment:

- garbage bins and bags
- sponges, brushes and scourers
- separate hand basin and soap dispenser
- hand towel dispenser
- disinfectant and detergents.

Operational pastry kitchen***Fixtures and large equipment:***

- garbage area, bins and bags
- sinks with hot and cold water
- hand basin, complete with sanitising liquid soap and paper hand towel or warm air hand-drier
- cleaning and sanitising equipment and products
- appropriate benches (1.5 m/person) that comply with health department standards
- adequate shelving
- deck or convection oven
- commercial refrigeration unit with shelving
- gas or electric stove tops
- freezer unit
- commercial cake mixer, including attachments: dough hook, bishop's hat and whisk
- pastry/dough break.

Small equipment

- forms and moulds
- sugar thermometer
- pastry cutters and shapes
- cake tins with loose bottom

Operational pastry kitchen

- adjustable frames and forms
- oven timer
- metric calibrated measuring jugs
- portion control scoops
- sets of stainless steel bowls
- scales (1 gram increments)
- range of saucepans and pots for small and large production
- knives, including large serrated cake knives
- spoons, including wooden spoons and large plain and slotted metal spoons, ladles in a variety of sizes, and serving tongs and trowels
- sets of plain and fluted cutters
- icing and cocoa powder dusters
- plastic chopping boards
- marzipan modelling tools
- range of small utensils, including graters, flour and rum sieves, spatulas, scrapers, palette knife, rolling pin, pie weights, firm and light balloon whisks, metal and bamboo cake skewers, pastry brushes and flour brushes
- oven trays
- wire cooling racks
- cake tins with fixed base in a range of shapes
- baking paper, parchment paper and silicon paper
- spray painting and decorating paint brushes and piping bags and nozzles
- cake bases, stands and platforms
- storage containers
- petit four paper cases and doilies in a range of shapes and sizes.

Commercial kitchen suitable for Asian cookery

- Equipment and resources should be as for an operational commercial kitchen, plus additional equipment for specific Asian cuisines. Burners, grills, ovens and salamanders may be substituted with the relevant equivalents for the particular cuisine.
 - turbo and gas woks
 - steamers
 - grills and barbecues
 - serviceware, including platters, dishes, bowls, skewers, glassware, cutlery, chopsticks, and ladles for specific Asian

cuisines

- roasting drums
- tandoori ovens
- utensils such as woks, pans, pots, skimmers, scoops and whisks
- cutting, chopping and slicing implements for specific Asian cuisines, such as cleavers and knives.

Operational bar

Fixtures and large equipment:

- bar service area
- beer reticulation system
- ice machine
- post-mix system or bottled mixes
- glass washer
- refrigeration
- storage area for glassware and drinks
- coffee and tea-making facilities
- cashiering facilities, such as electric cash register, credit card and EFTPOS facilities.

Small equipment:

- range of glassware, including:
- variety of glasses, including red wine, white wine, champagne flute, brandy, sherry and port
- variety of beer glasses
- highball glasses
- water glasses
- old fashioned glasses
- various cocktail glasses
- liqueur and liqueur coffee glasses
- range of liqueurs, juices and soft drinks
- range of bottled and canned beers
- full range of basic spirits e.g. rum, gin, brandy, scotch, vodka
- range of wines and wine lists
- blenders
- cocktail shaker
- hawthorn strainer
- mixing glass
- variety of pourers, including speed, optic, inverted optic and nip measures
- cutting board to HACCP specifications

Operational bar

- small knives and tongs
- straws, swizzle sticks and coasters that comply with food safety requirements
- service trays and liners
- garnishes and garnish containers
- order pads/dockets
- coffee and tea serviceware
- cleaning equipment – wet and dry cloths, disinfectants, mops and buckets
- ice bucket and ice.

Operational restaurant or dining area

Fixtures and large equipment:

- minimum of 5 tables (small 2s or 4s)
- minimum of 15 chairs
- waiter's station or equivalent
- 2 sideboards (or table substitutes)
- point-of-sale system, including credit card and EFTPOS facilities
- access to a bar.

Small equipment:

- tablecloths and selected linen or serviettes
- crockery, including side plates, main plates, dessert bowls, coupes, entrée plates and soup bowls
- cruets and pepper mills
- cutlery, including main and entrée knives and forks, soup and dessert spoons, teaspoons, side knives and specialised cutlery or equipment in line with menu
- milk and sugar containers
- butter dishes and curlers
- coffee and tea pots
- water jugs
- bread baskets
- menus and wine lists
- cleaning equipment
- docket books or computerised ordering system
- standard range of glassware for the service of:
 - wine: red, white, sparkling and fortified
 - cocktails
 - soft drinks and water

Operational restaurant or dining area

- spirits
- beer.

For beverage service:

- post-mix system
- glass washer
- ice making facilities
- refrigeration unit
- wine, spirit and beer cellar or storage
- small cocktail making equipment
- drink trays for table service
- spirit dispensing system
- bar with washable work benches with sink and hot and cold water
- ice buckets, wine stands or alternative
- waiter's cloths or alternative
- appropriate wines
- waiter's friend.

Accommodation environment***Fixtures and room equipment:***

- various guest rooms with different sized beds e.g. twin, king-size, double, queen-size, family and suite
- dressing tables
- bed linen and pillows
- stocked mini bar or refrigerator
- telephone
- chairs
- toilet
- vanity unit and hand basin
- towels and bathrobes
- toilet rolls and tissues
- iron and ironing board
- air conditioner or ceiling fan
- wardrobe and coat hangers
- wall mirrors
- tea and coffee making facilities.
- glasses, crockery and cutlery
- television and VCR (or DVD)
- lamps and light fittings
- radio or alarm clock

Accommodation environment

- shower, bath or spa
- toiletries, such as soap, hand lotion, shampoo and shower cap
- promotional and guest material, including brochures
- fire extinguishers
- door signage and door stoppers
- hair dryer
- compendium, stationery and pens
- laundry bags and lists
- guest literature, such as directory of services, menus, information guide, street directory, television and movie guides, and mini bar list
- waste paper bin and liners.

Cleaning equipment:

- vacuum cleaner
- appropriate cleaning chemicals, detergents, deodorisers, polishes and sanitisers
- specific cleaners, including, glass, multi-surface, cream and acid
- range of cloths, including dry, wet, lint-free and dusting
- toilet brush and toilet cleaning cloth
- protective gloves
- bucket, mop and floor rags
- chemical hazard charts and material safety data sheets.

Accommodation front office environment

- reception desk or sales counter
- filing or storage cabinets
- brochure display racks and product displays
- computers, monitors, keyboards, mouse and mouse pads
- storage for computer data – hard disc, CDs and memory sticks
- printers and scanners, printer ink or toner
- telephone lines and equipment, including answering machine or voicemail
- access to the internet and email
- photocopier
- facsimile machine or computer-based equivalent
- computer software and applications, including:
 - computer operating system
 - word processing
 - spreadsheets
 - databases
 - electronic presentation, such as PowerPoint
 - specialist software, such as for computerised reservations
 - accounting and bookkeeping.

Tourism environments***Tourism office***

- desk and chair
- filing or storage cabinets
- brochure display racks and product displays
- computers, monitors, keyboards, mouse and mouse pads
- storage for computer data – hard disc, CDs and memory sticks
- printers and scanners, printer ink or toner
- telephone lines and equipment, including answering machine or voicemail
- access to the internet and email
- photocopier
- facsimile machine or computer-based equivalent
- computer software and applications, including:
 - computer operating system
 - word processing
 - spreadsheets
 - databases
 - electronic presentation, such as PowerPoint
 - specialist software, such as for computerised reservations

Tourism environments

- accounting and bookkeeping.

Touring environment

Due to the diverse range of possible touring contexts, general resources and equipment for a touring environment are not identified here. Specific resources are identified within individual units.

As a general rule, a commercially realistic touring environment could include any:

- destinations and places of general interest within the destinations
- local or regional areas
- tourist precincts
- sites, such as natural, cultural and heritage sites and centres, museums, art galleries, industrial sites and national parks
- remote area locations
- attractions, such as theme parks, zoos and wildlife reserves or parks
- camp sites
- transportation terminals for air, cruise, rail or coach travel
- style of tour, including walking, adventure tour, special interest tour, incentive tour, pre or post-conference tour, educational tour, nature-based or ecotour, group tour, individual tour or extended touring program
- tour onboard any form of transportation, including coaches, vehicles, vessels and aircraft.

The operational elements of a commercial tour include use of equipment and resources and access to customers with whom the guide interacts.

Events context

Any specific resources and equipment required for demonstration of competence in Events units are identified within each unit of competency. However, candidates achieving competency in Events units must be assessed in the context of planning for and operating real events and events of sufficient scope to allow for the demonstration of a fully-developed range of skills. Commercial, community or business relevance must be a feature of events used for assessment purposes. Small personal events are not appropriate as a means of assessing a candidate's skills.

Events units at a coordination and management level refer to the notion of a 'complex event comprising multiple components' and this is a key assessment requirement. Candidates must be able to show that they are able to plan and manage the complex interrelated elements of an event in 'real time'. This would involve:

- the need for a comprehensive and multifaceted project event plan
- the need for a formal internal or external communications strategy
- a dedicated and diverse project event budget
- multiple administrative components
- multiple operational components
- involvement of a wide range of stakeholders
- a project and event operations team.

Assessment of imported units of competency

The Tourism, Hospitality and Events Training Package includes a number of units of competency imported from the following endorsed Training Packages:

- BSB07 Business Services Training Package
- CUE03 Entertainment Training Package
- CUF07 Screen and Media Training Package
- CUL04 Museum and Library/Information Services Training Package
- CUS09 Music Training Package
- CUV03 Visual Arts, Craft and Design Training Package
- FDF03 Food Processing Industry Training Package
- FNS04 Financial Services Training Package
- HLT07 Health Training Package
- ICA05 Information and Communications Technology Training Package
- CPP07 Property Services Training Package
- SIF08 Funeral Services Training Package
- SIR07 Retail Services Training Package
- SRO03 Outdoor Recreation Training Package
- TLI07 Transport and Logistics Training Package
- UEG06 Gas Industry Training Package

For guidance on assessment of imported units of competency, check the Assessment Guidelines of the originating Training Package by referring to a hard copy, or accessing the National Training Information Service (NTIS) at **www.ntis.gov.au**.

Further sources of information

The section provides a listing of useful contacts and resources to assist assessors in planning, designing, conducting and reviewing of assessments against this Training Package.

Contacts

Service Skills Australia

(Service Industries Skills Council Ltd)
Level 10, 171 Clarence Street, Sydney NSW 2001
GPO Box 4194, Sydney NSW 2001
Telephone: 02 8243 1200
Fax: 02 8243 1299

Web: **www.serviceskills.com.au**

Email: info@serviceskills.com.au

Innovation and Business Skills Australia

Level 2, Building B, 192 Burwood Road, Hawthorne VIC 3122

Telephone: 03 9815 7000

Facsimile: 03 9815 7001

Web: **www.ibsa.org.au**

Email: virtual@ibsa.org.au

TVET Australia Ltd

Level 21, 390 St Kilda Road, Melbourne VIC 3004

PO Box 12211, Melbourne VIC 8006

Telephone: 03 9832 8100

Fax: 03 9832 8199

Web: www.atpl.net.au

Email: sales@atpl.net.au

General resources

AQF Implementation Handbook, Fourth Edition 2007. Australian Qualifications Framework Advisory Board, 2002 <www.aqf.edu.au>.

Australian Quality Training Framework (AQTF) and AQTF 2010 Users' Guide to the Essential Standards for Registration –

<http://www.training.com.au/pages/menuitem5cbe14d51b49dd34b225261017a62dbc.aspx>.

For general information and resources go to <http://www.training.com.au/>.

The National Register is an electronic database providing comprehensive information about RTOs, Training Packages and accredited courses - <www.ntis.gov.au>.

The Training Package Development Handbook site provides National Quality Council policy for the development of Training Packages. The site also provides guidance material for the application of that policy, and other useful information and links.

<http://www.deewr.gov.au/Skills/Overview/Policy/TPDH/Pages/main.aspx>.

Assessment resources

Registered training organisations (RTOs) are at the forefront of vocational education and training (VET) in Australia. They translate the needs of industry into relevant, quality, client-focussed training and assessment.

RTOs should strive for innovation in VET teaching and learning practices and develop highly flexible approaches to assessment which take cognisance of specific needs of learners, in order to improve delivery and outcomes of training.

Resources can be purchased or accessed from:

- TVET Australia – provides an integrated service to enable users of the national training system to identify and acquire training materials, identify copyright requirements and enter licenses for use of that material consistent with the scope and direction of the NQC. <http://www.productservices.tvetaustralia.com.au/>.
- Service Skills Australia website at www.serviceskills.com.au.

Competency Standards

What is competency?

The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attitudes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge and attitudes consistently over time and in the required workplace situations and environments. In line with this concept of competency, Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focussing on the learning process itself.

Competency standards in Training Packages are determined by industry to meet identified industry skill needs. Competency standards are made up of a number of units of competency each of which describes a key function or role in a particular job function or occupation. Each unit of competency within a Training Package is linked to one or more AQF qualifications.

Contextualisation of units of competency by RTOs

Registered training organisations (RTOs) may contextualise units of competency to reflect local outcomes required. Contextualisation could involve additions or amendments to the unit of competency to suit particular delivery methods, learner profiles, specific enterprise equipment requirements, or to otherwise meet local needs. However, the integrity of the overall intended outcome of the unit of competency must be maintained.

Any contextualisation of units of competency in this endorsed Training Package must be within the bounds of the following advice. In contextualising units of competency, RTOs:

- must not remove or add to the number and content of elements and performance criteria
- may add specific industry terminology to performance criteria where this does not distort or narrow the competency outcomes
- may make amendments and additions to the range statement as long as such changes do not diminish the breadth of application of the competency and reduce its portability
- may add detail to the evidence guide in areas such as the critical aspects of evidence or resources and infrastructure required where these expand the breadth of the competency but do not limit its use.

Components of units of competency

The components of units of competency are summarised below, in the order in which they appear in each unit of competency.

Unit title

The unit title is a succinct statement of the outcome of the unit of competency. Each unit of competency title is unique, both within and across Training Packages.

Unit descriptor

The unit descriptor broadly communicates the content of the unit of competency and the skill area it addresses. Where units of competency have been contextualised from units of competency from other endorsed Training Packages, summary information is provided. There may also be a brief second paragraph that describes its relationship with other units of competency and any licensing requirements.

Employability skills statement

A standard employability skills statement appears in each unit of competency. This statement directs trainers and assessors to consider the information contained in the Employability Skills Summary in which the unit of competency is packaged.

Prerequisite units (optional)

If there are any units of competency that must be completed before the unit, these will be listed.

Application of the unit

This subsection fleshes out the unit of competency's scope, purpose and operation in different contexts, for example, by showing how it applies in the workplace.

Competency field (optional)

The competency field either reflects the way the units of competency are categorised in the Training Package or denotes the industry sector, specialisation or function. It is an optional component of the unit of competency.

Sector (optional)

The industry sector is a further categorisation of the competency field and identifies the next classification, for example an elective or supervision field.

Elements of competency

The elements of competency are the basic building blocks of the unit of competency. They describe in terms of outcomes the significant functions and tasks that make up the competency.

Performance criteria

The performance criteria specify the required performance in relevant tasks, roles, skills and in the applied knowledge that enables competent performance. They are usually written in passive voice. Critical terms or phrases may be written in bold italics and then defined in range statement, in the order of their appearance in the performance criteria.

Required skills and knowledge

The essential skills and knowledge are either identified separately or combined. *Knowledge* identifies what a person needs to know to perform the work in an informed and effective manner. *Skills* describe the application of knowledge to situations where understanding is converted into a workplace outcome.

Range statement

The range statement provides a context for the unit of competency, describing essential operating conditions that may be present with training and assessment, depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. As applicable, the meanings of key terms used in the performance criteria will also be explained in the range statement.

Evidence guide

The evidence guide is critical in assessment as it provides information to the RTO and assessor about how the described competency may be demonstrated. The evidence guide does this by providing a range of evidence for the assessor to make determinations, and by providing the assessment context.

The evidence guide describes:

- conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment
- relationships with the assessment of any other units of competency
- suitable methodologies for conducting assessment including the potential for workplace simulation
- resource implications, for example access to particular equipment, infrastructure or situations
- how consistency in performance can be assessed over time, various contexts and with a range of evidence
- the required underpinning knowledge and skills.

Employability skills in units of competency

The detail and application of employability skills facets will vary according to the job-role requirements of each industry. In developing Training Packages, industry stakeholders are consulted to identify appropriate facets of employability skills which are incorporated into the relevant units of competency and qualifications.

Employability skills are not a discrete requirement contained in units of competency (as was the case with key competencies). Employability skills are specifically expressed in the context of the work outcomes described in units of competency and will appear in elements, performance criteria, range statements and evidence guides. As a result, users of Training Packages are required to review the entire unit of competency in order to accurately determine employability skills requirements.

How employability skills relate to the key competencies

The eight nationally agreed employability skills now replace the seven key competencies in Training Packages. Trainers and assessors who have used Training Packages prior to the introduction of employability skills may find the following comparison useful.

Employability skills	Mayer key competencies
Communication	Communicating ideas and information
Teamwork	Working with others and in teams
Problem solving	Solving problems Using mathematical ideas and techniques
Initiative and enterprise	
Planning and organising	Collecting, analysing and organising information Planning and organising activities
Self-management	
Learning	
Technology	Using technology

When analysing the above table it is important to consider the relationship and natural overlap of employability skills. For example, using technology may involve communication skills and combine the understanding of mathematical concepts.

Explicitly embedding employability skills in units of competency

This Training Package seeks to ensure that industry-endorsed employability skills are explicitly embedded in units of competency. The application of each skill and the level of detail included in each part of the unit will vary according to industry requirements and the nature of the unit of competency.

Employability skills must be both explicit and embedded within units of competency. This means that employability skills will be:

- embedded in units of competency as part of the other performance requirements that make up the competency as a whole
- explicitly described within units of competency to enable Training Packages users to identify accurately the performance requirements of each unit with regards to employability skills.

This Training Package also seeks to ensure that employability skills are well-defined and written into units of competency so that they are apparent, clear and can be delivered and assessed as an essential component of unit work outcomes.

The following table contains examples of embedded employability skills for each component of a unit of competency. Please note that in the examples below the bracketed skills are provided only for clarification and will not be present in units of competency within this Training Package.

Unit component	Example of embedded employability skill
Unit title	Give formal presentations and take part in meetings. (communication)
Unit descriptor	This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change. (initiative and enterprise)
Element	Proactively resolve issues. (problem solving)
Performance criteria	Information is organised in a format suitable for analysis and dissemination in accordance with organisational requirements. (planning and organising)
Range statement	Software applications may include email, internet, word processing, spreadsheet, database or accounting packages. (technology)
Required skills and knowledge	Modify activities depending on differing workplace contexts, risk situations and environments. (learning) Work collaboratively with others during a fire emergency. (teamwork) Instructions, procedures and other information relevant the maintenance of vessel and port security. (communication)
Evidence guide	Evidence of having worked constructively with a wide range of community groups and stakeholders to solve problems and adapt or design new solutions to meet identified needs in crime prevention. In particular, evidence must be obtained on the ability to: <ul style="list-style-type: none"> • assess response options to identified crime-prevention needs

Unit component	Example of embedded employability skill
	and determine the optimal action to be implemented <ul style="list-style-type: none"> in consultation with relevant others, design an initiative to address identified issues. (initiative and enterprise).

Suggested AQF packaging of Tourism, Hospitality and Events units of competency

Although individual units of competency are not aligned to the AQF, the following table provides advice on the appropriate packaging of Tourism, Hospitality and Events units of competency in AQF qualifications from other Training Packages.

Where no AQF qualification is identified for a given unit, the unit is not suitable for importing into another Training Package.

Unit		Suggested AQF packaging					
		I	II	III	IV	Dip	Adv Dip
Cross-Sector units							
SITXADM001A	Perform office procedures	✓	✓	✓	✓	✓	✓
SITXADM002A	Source and present information	✓	✓	✓	✓	✓	✓
SITXADM003A	Write business documents			✓	✓	✓	✓
SITXADM004A	Plan and manage meetings			✓	✓	✓	✓
SITXCCS001B	Provide visitor information	✓	✓	✓	✓	✓	✓
SITXCCS002A	Provide quality customer service		✓	✓	✓	✓	✓
SITXCCS003A	Manage quality customer service				✓	✓	✓
SITXCCS004A	Provide club reception services		✓	✓	✓	✓	✓
SITXCOM001A	Work with colleagues and customers	✓	✓	✓	✓	✓	✓
SITXCOM002A	Work in a socially diverse environment	✓	✓	✓	✓	✓	✓
SITXCOM003A	Deal with conflict situations			✓	✓	✓	✓

Unit		Suggested AQF packaging					
SITXCOM004A	Communicate on the telephone	✓	✓	✓	✓	✓	✓
SITXCOM005A	Make presentations			✓	✓	✓	✓
SITXCOM006A	Address protocol requirements			✓	✓	✓	✓
SITXENV001A	Participate in environmentally sustainable work practices	✓	✓	✓	✓	✓	✓
SITXENV002A	Implement and monitor environmentally sustainable work practices			✓	✓	✓	✓
SITXENV003A	Develop workplace policy and procedures for sustainability				✓	✓	✓
SITXFIN001A	Process financial transactions	✓	✓	✓	✓	✓	✓
SITXFIN002A	Maintain financial records			✓	✓	✓	✓
SITXFIN003A	Interpret financial information			✓	✓	✓	✓
SITXFIN004A	Manage finances within a budget				✓	✓	✓
SITXFIN005A	Prepare and monitor budgets				✓	✓	✓
SITXFIN006A	Obtain and manage sponsorship				✓	✓	✓
SITXFIN007A	Manage physical assets					✓	✓
SITXFIN008A	Manage financial operations					✓	✓
SITXFSA001A	Implement food safety procedures		✓	✓	✓	✓	✓
SITXFSA002A	Develop and implement a food safety program				✓	✓	✓
SITXFSA003A	Transport and store food in a safe and hygienic manner		✓	✓	✓	✓	✓
SITXGLC001A	Develop and update legal knowledge required for business compliance				✓	✓	✓
SITXHRM001A	Coach others in job skills			✓	✓	✓	✓

Unit		Suggested AQF packaging					
SITXHRM002A	Recruit, select and induct staff				✓	✓	✓
SITXHRM003A	Roster staff				✓	✓	✓
SITXHRM004A	Manage volunteers				✓	✓	✓
SITXHRM005A	Lead and manage people				✓	✓	✓
SITXHRM006A	Monitor staff performance				✓	✓	✓
SITXHRM007A	Manage workplace diversity					✓	✓
SITXHRM008A	Manage workplace relations					✓	✓
SITXHRM009A	Provide mentoring support to business colleagues				✓	✓	✓
SITXICT001A	Build and launch a website for a small business				✓	✓	✓
SITXINV001A	Receive and store stock	✓	✓	✓	✓	✓	✓
SITXINV002A	Control and order stock			✓	✓	✓	✓
SITXINV003A	Manage and purchase stock					✓	✓
SITXLAN1__A	Conduct basic workplace oral communication in a language other than English		✓	✓	✓	✓	
SITXLAN2__A	Conduct routine workplace oral communication in a language 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			✓	✓	✓	✓

Unit		Suggested AQF packaging					
	documents in a language other than English						
SITXMGT001A	Monitor work operations				✓	✓	✓
SITXMGT002A	Develop and implement operational plans				✓	✓	✓
SITXMGT003A	Manage projects					✓	✓
SITXMGT004A	Develop and implement a business plan				✓	✓	✓
SITXMGT005A	Manage business risk				✓	✓	✓
SITXMGT006A	Establish and conduct business relationships				✓	✓	✓
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			✓	✓	✓	✓
SITXMPR005A	Develop and manage marketing strategies					✓	✓
SITXMPR006A	Participate in cooperative online marketing initiatives for the tourism industry				✓	✓	✓
SITXOHS001B	Follow health, safety and security procedures	✓	✓	✓	✓	✓	✓
SITXOHS002A	Follow workplace hygiene procedures	✓	✓	✓	✓	✓	✓
SITXOHS003B	Identify hazards, and assess and control safety risks			✓	✓	✓	✓
SITXOHS004B	Implement and monitor workplace health, safety and			✓	✓	✓	✓

Unit		Suggested AQF packaging					
	security practices						
SITXOHS005A	Establish and maintain an OHS system					✓	✓
SITXQUA001A	Contribute to workplace improvements			✓	✓	✓	✓
SITXQUA002A	Originate and develop a concept			✓	✓	✓	✓
Tourism units							
SITTGDE001B	Work as a guide			✓	✓	✓	✓
SITTGDE002A	Provide arrival and departure assistance			✓	✓	✓	✓
SITTGDE003A	Coordinate and operate a tour				✓	✓	✓
SITTGDE004A	Lead tour groups			✓	✓	✓	✓
SITTGDE005A	Manage extended touring programs				✓	✓	✓
SITTGDE006A	Prepare and present tour commentaries or activities			✓	✓	✓	✓
SITTGDE007A	Develop and maintain the general and regional knowledge required by guides			✓	✓	✓	✓
SITTGDE008A	Research and share general information on Australian Indigenous cultures		✓	✓	✓	✓	✓
SITTGDE009A	Interpret aspects of local Australian Indigenous culture	✓	✓	✓	✓	✓	✓
SITTGDE010A	Prepare specialised interpretive content on flora, fauna and landscape			✓	✓	✓	✓
SITTGDE011A	Prepare specialised interpretive content on marine environments			✓	✓	✓	✓
SITTGDE012A	Prepare specialised interpretive content on cultural and heritage			✓	✓	✓	✓

Unit		Suggested AQF packaging					
	environments						
SITTHPR301B	Plan and organise daily work		✓	✓			
SITTHPR302B	Plan and organise in-house recreational activities			✓	✓	✓	
SITTHPR303A	Tow and site a recreational vehicle safely			✓	✓	✓	
SITTIND001B	Develop and update tourism industry knowledge	✓	✓	✓	✓	✓	✓
SITTIND202B	Develop and update caravan industry knowledge			✓	✓	✓	
SITTPPD001B	Research, assess and develop tourism products					✓	✓
SITTPPD002A	Research tourism data			✓	✓	✓	✓
SITTPPD003B	Source and package tourism products			✓	✓	✓	✓
SITTPPD004A	Plan and implement minimal impact operations				✓	✓	✓
SITTPPD005A	Plan and develop interpretive activities			✓	✓	✓	✓
SITTPPD006B	Plan and develop ecologically sustainable tourism operations					✓	✓
SITTPPD007A	Plan and develop culturally appropriate tourism operations					✓	✓
SITTPPD008A	Develop host community awareness of tourism				✓	✓	✓
SITTPPD009A	Assess tourism opportunities for local communities					✓	✓
SITTPPD010A	Develop and implement local or regional tourism plan					✓	✓
SITTTOP001A	Allocate tour resources				✓	✓	✓

Unit		Suggested AQF packaging					
SITTTOP002A	Load touring equipment and conduct pre-departure checks		✓	✓	✓	✓	✓
SITTTOP003B	Operate and maintain a 4WD tour vehicle			✓	✓	✓	✓
SITTTOP004B	Set up and operate a camp site			✓	✓	✓	✓
SITTTOP005A	Provide camp site catering			✓	✓	✓	✓
SITTTOP006B	Operate tours in a remote area				✓	✓	✓
SITTTSL001A	Operate an online information system		✓	✓	✓	✓	✓
SITTTSL002A	Access and interpret product information		✓	✓	✓	✓	✓
SITTTSL003A	Source and provide international destination information and advice		✓	✓	✓	✓	✓
SITTTSL004A	Source and provide Australian destination information and advice		✓	✓	✓	✓	✓
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			✓	✓	✓	✓
SITTTSL012B	Construct domestic airfares			✓	✓	✓	✓

Unit		Suggested AQF packaging					
SITTTSL013B	Construct normal international airfares			✓	✓	✓	✓
SITTTSL014B	Construct promotional international airfares			✓	✓	✓	✓
SITTTSL015B	Construct advanced international airfares			✓	✓	✓	✓
SITTTSL016B	Administer billing and settlement plan			✓	✓	✓	✓
SITTVAF001A	Provide venue information and assistance			✓			
SITTVAF002A	Provide a briefing or scripted commentary		✓	✓	✓		
SITTVAF003A	Operate a ride location			✓	✓		
SITTVAF004A	Load and unload a ride		✓	✓	✓		
SITTVAF005B	Operate a games location			✓	✓		
Hospitality units							
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	Laundry linen and guest clothes	✓	✓	✓	✓	✓	✓
SITHACS008B	Provide valet service			✓	✓	✓	✓
SITHASC001A	Use basic Asian methods of cookery		✓	✓	✓	✓	✓

Unit		Suggested AQF packaging					
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		✓	✓	✓	✓	✓

Unit		Suggested AQF packaging					
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 cook 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 pickles and chutneys			✓	✓	✓	✓
SITHASC026A	Prepare and produce Indonesian crackers			✓	✓	✓	✓
SITHASC027A	Prepare, cook and serve Asian food for food service		✓	✓	✓		
SITHASC028A	Prepare, cook and serve Asian food for menus			✓	✓		
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	✓	✓	✓	✓	✓	✓

Unit		Suggested AQF packaging					
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			✓	✓	✓	✓

Unit		Suggested AQF packaging					
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				✓	✓	✓
SITHFAB001C	Clean and tidy bar areas	✓	✓	✓	✓	✓	✓
SITHFAB002C	Operate a bar	✓	✓	✓	✓	✓	✓

Unit		Suggested AQF packaging					
SITHFAB003A	Serve food and beverage to customers	✓	✓	✓	✓	✓	✓
SITHFAB004A	Provide food and beverage service		✓	✓	✓	✓	✓
SITHFAB005A	Provide table service of alcoholic beverages	✓	✓	✓	✓	✓	✓
SITHFAB227A	Operate and monitor cellar systems		✓	✓	✓	✓	✓
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			✓	✓	✓	✓
SITHFAB428A	Manage the sale or service of wine				✓	✓	✓
SITHFAB020A	Apply food and beverage skills in the workplace		✓				
SITHFAB021A	Provide and coordinate food and			✓			

Unit		Suggested AQF packaging					
	beverage service						
SITHFAB323A				✓	✓	✓	✓
SITHFAB324A				✓	✓	✓	✓
SITHFAB325A	Provide specialised advice on Australian wines			✓	✓	✓	✓
SITHFAB326A				✓	✓	✓	✓
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			✓	✓	✓	✓
SITHIND001B	Develop and update hospitality industry knowledge	✓	✓	✓	✓	✓	✓

Unit		Suggested AQF packaging					
SITHIND002A	Apply hospitality skills in the workplace		✓				
SITHIND003A	Provide and coordinate hospitality service			✓	✓	✓	✓
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			✓	✓	✓	✓
Events units							
SITXEVT001B	Develop and update event industry knowledge			✓	✓	✓	✓
SITXEVT002B	Provide event staging support			✓	✓		
SITXEVT003B	Process and monitor event registrations		✓	✓	✓		
SITXEVT004B	Coordinate on-site event registrations			✓	✓	✓	

Unit		Suggested AQF packaging					
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					✓	✓
SITXEVT009A	Develop event concepts					✓	✓
SITXEVT010B	Evaluate and address event regulatory requirements					✓	✓
SITXEVT011A	Develop crowd control plans and procedures					✓	✓
SITXEVT012A	Select event venues and sites					✓	✓
SITXEVT013A	Manage event staging					✓	✓
SITXEVT014A	Develop conference programs					✓	✓
SITXEVT015B	Manage exhibitions					✓	✓
SITXEVT016B	Organise and monitor event infrastructure					✓	✓
SITXEVT017B	Provide on-site event management services					✓	✓
SITXEVT018B	Develop a transport strategy for an event					✓	✓
SITXEVT019A	Manage multi-venue events					✓	✓